

Missouri State Rehabilitation Council



Jennifer White



Charles Menley



Lisa Jackson

2004 Annual Report

December 2004

Published by the Division of Vocational Rehabilitation
Missouri Department of Elementary and Secondary Education
3024 Dupont Circle, Jefferson City, MO 65109
Web site: vr.dese.mo.gov



Linda Benoit (*left*), State Rehabilitation Council (SRC) Vice Chairperson, and Betty Chandler (*right*), SRC Chairperson, welcome Jeanne Loyd, Ed.D. (*middle*), as the new Ex Officio Member of the council. Dr. Loyd was named the assistant commissioner of the Missouri Division of Vocational Rehabilitation in January 2004.

THE COUNCIL WELCOMES OUR NEW Ex Officio Member, Jeanne Loyd, Ed.D. On January 1, 2004, Dr. Loyd replaced Ron Vessell as the assistant commissioner of the Missouri Division of Vocational Rehabilitation. She has been an employee of the Department of Elementary and Secondary Education since 1989.

Dr. Loyd was born and raised in Joplin, Mo. She began her career with the Missouri Division of Vocational Rehabilitation in 1989 as a vocational rehabilitation counselor in the Joplin district office. During 1995 and 1996, she served as the assistant district supervisor in the Springfield district office. From Springfield, she moved to Jefferson City for the position of regional manager. She was promoted to coordinator of rehabilitation services for the division in February 2000.

Dr. Loyd graduated from Parkwood High School in 1972 and received a bachelor of arts degree from Missouri Southern State College in 1977. She earned her master's in education from Drury College and completed her doctorate in education from the University of Arkansas-Fayetteville in 2000.

The council looks forward to working with Dr. Loyd on issues such as increasing successful employment outcomes, providing greater independence, and enhancing the quality of life for people with disabilities.

Table of Contents

Missouri State Rehabilitation Council

Mission Statement	4
Letter to the Governor	5
Council Members	6
Council's Purpose	7

Missouri Division of Vocational Rehabilitation

Mission Statement	8
Letter to the Governor	9
Vocational Rehabilitation History	10
Agency Overview	11

Major Issues

Interagency Cooperation	14
Transition Services	17
Integrated Community Rehabilitation Programs	18
Improved Availability of Supported Employment Service Programs	19
Technology Services	21
Assistive Technology	21
Underserved Populations and Workplace Diversity	23
Feature Story: No Less Than Success	25

Appendices

Consumer Satisfaction Report and Survey Results	27
Demographic Charts of Consumers Served and Consumers with Successful Employment Outcomes	31
Directories: Centers for Independent Living, Community Rehabilitation Program Providers, Supported Employment Service Providers	38
Directory: Vocational Rehabilitation District Offices	43
Listing of Acronyms	45

Mission Statement

(Adopted Nov. 4, 1999)



Missouri State Rehabilitation Council

Our Vision

The Missouri State Rehabilitation Council envisions a society that values all of its members equally and provides opportunities so that all people are able to meet their needs, fulfill their dreams, and participate in society.

Our Mission

To assure that persons with disabilities have opportunities to be as productive as possible by advising the Division of Vocational Rehabilitation that services provided to persons with disabilities are:

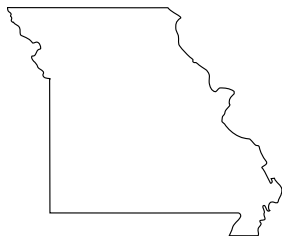
- of the highest quality.
- consumer directed.
- responsive to consumer choice.
- effective.
- individualized.
- culturally specific and relevant to labor market trends.

Our Responsibilities

To work in partnership with the Division of Vocational Rehabilitation to achieve positive outcomes for persons with disabilities by:

- providing input on the state plan, policies, and practices affecting services to persons with disabilities;
- identifying strategies to address the needs of people who are not being served or who are being underserved;
- obtaining and interpreting consumer input;
- identifying corrective action consistent with that input; and
- advocating for adequate resources to assure that the rehabilitation needs of all Missourians are met.

To support the division in complying with applicable laws, such as the Americans with Disabilities Act, the Workforce Investment Act, the Rehabilitation Act, and the Individuals with Disabilities Education Act.



MISSOURI STATE REHABILITATION COUNCIL

3024 Dupont Circle ■ Jefferson City, Missouri 65109
Phone: (573) 751-3251 ■ TTY: (573) 751-0881 ■ Facsimile: (573) 751-1441

Betty Chandler
Chairperson
Carl Junction

Linda Benoit
Vice Chairperson
Florissant

Susan Adrian
St. Louis

John Bamberg
Columbia

Scott Berning
El Dorado Springs

Ina Mae Brooks
Lamar

Tammy Honse Chute
Jefferson City

Marcia Cline
St. Louis

Jason Eftink
Scott. City

Robert Honan
Jefferson City

Manfred Leonhard
Columbia

Gary Maddox
Gallatin

Roy E. Miller, Ph.D.
Jefferson City

Mary Kay Savage
Kansas City

Diane Spieker
Jefferson City

James Terrill
Centralia

Sarah Tilley
Springfield

C. Jeanne Loyd
Assistant Commissioner
Ex Officio Member
Jefferson City

*For questions or comments about
the council, contact:*

Timothy E. Gaines
Missouri Division of
Vocational Rehabilitation
Phone: (573) 751-3251
Fax: (573) 751-1441
Email: timothy.gaines@vr.dese.mo.gov

December 31, 2004

The Honorable Bob Holden
Governor of Missouri
State Capitol
Jefferson City, Missouri 65101

Dear Governor Holden:

On behalf of the members of the Missouri State Rehabilitation Council, I am pleased to present the council's annual report for fiscal year 2004. In these pages, you will find the progress made by Missouri citizens who were served by vocational rehabilitation programs.

Each council member has unique experiences in advocating for the rights of our fellow Missourians whose physical or mental disabilities may pose barriers to productive employment. Through our quarterly meetings and committee deliberations, we have given our support to the Division of Vocational Rehabilitation to empower individuals with disabilities and to encourage decisions that lead to greater self-sufficiency.

We have given our enthusiastic support to innovative programming to reach the underserved in the urban areas of Kansas City and St. Louis, to exploring additional methods of obtaining consumer satisfaction feedback, and to expanding in-service training.

It has been my great privilege to work with members of the council, as well as with division staff, all of whom are dedicated to providing our Missouri citizens with the opportunity to make meaningful choices in pursuing their dreams.

Sincerely,

Betty Chandler
Chairperson

State Rehabilitation Council Members



Betty Chandler
Carl Junction
Council Chairperson



Linda Benoit
Florissant
Council Vice Chairperson



C. Jeanne Loyd
Jefferson City
Council Ex Officio Member
MDVR's Assistant Commissioner



Susan Adrian
St. Louis



John Bamberg
Columbia



Scott L. Berning
El Dorado Springs



Ina Mae Brooks
Lamar



Tammy Honse Chute
Jefferson City



Marcia Cline
St. Louis



Jason Eftink
Scott City



Robert Honan
Jefferson City



Manfred Leonhard
Columbia



Gary Maddox
Gallatin



Roy E. Miller, Ph.D.
Jefferson City



Mary Kay Savage
Kansas City



Diane J. Spieker
Jefferson City



Jim Terrill
Centralia



Sarah Tilley
Springfield

Council's Purpose

The State Rehabilitation Council (SRC) was first authorized by the Rehabilitation Act of 1973 as amended in 1998 (referred to hereafter as the Act). Section 105 of the Act requires the state vocational rehabilitation agency to establish a council.

The council was initially formed on June 1, 1993. Council members are appointed by the governor and serve no more than two consecutive three-year terms. As required by the Act, the council is represented by the following:

- Statewide Independent Living Council
- Parent Training and Information Center
- Client Assistance Program
- Vocational Rehabilitation Counselor
- Community Rehabilitation Program Service Providers
- Business, industry and labor
- Disability advocacy groups
- Current or former applicants/recipients of vocational rehabilitation services
- Division of Special Education, the state agency responsible for the Individuals with Disabilities Act
- State Workforce Investment Board

The council is responsible for reviewing, analyzing, and advising the Division of Vocational Rehabilitation regarding its performance on such issues as eligibility, services provided to consumers, and any other functions affecting people with disabilities.

During FY04, the council was actively involved in a significant number of activities with the division. Some of its accomplishments included:

- Providing recommendations to the division on policy revisions and newly filed administrative rules.
- Collaborating with other councils and agencies, such as the State Independent Living Council, the Missouri Training and Employment Council, the Missouri Parents Act, the Department of Mental Health, Missouri Protection and Advocacy Services, the Division of Special Education, and the Governor's Council on Disability.
- Attending division public hearings to provide input on the state plan.
- Working with the division to evaluate consumer satisfaction feedback and providing recommendations based on this feedback.
- Participating in the Council of State Administrators of Vocational Rehabilitation (CSAVR) national meeting in Washington, D.C.
- Reviewing the division's state plans including goals, priorities, performance indicators, and the comprehensive system of personnel development.
- Working with division staff in preparing the 2004 annual report.
- Providing comments to the Rehabilitation Services Administration (RSA) regarding issues pertaining to waiting lists (Order of Selection).
- Providing SRC nominations for the governor to consider.
- Informing Missouri's U.S. representatives and U.S. senators of the division's implementation of waiting lists (Order of Selection) and the impact these waiting lists have on people with disabilities.
- Working jointly with the division to review and approve a new Impartial Hearing Officer.
- Cooperating with RSA in the review of the division's activities in the Section 107 Monitoring Review of FY04.

Mission Statement

Missouri Department of Elementary and Secondary Education

Division of Vocational Rehabilitation

“Making a positive difference through education and service”

The Department of Elementary and Secondary Education is a team of dedicated individuals working for the continuous improvement of education and services for all citizens. We believe that we can make a positive difference in the quality of life for all Missourians by providing exceptional service to students, educators, schools, and citizens.

We provide leadership and promote excellence. We

- ★ champion high-quality services to persons with disabilities.
- ★ advocate equity and access for all persons.
- ★ develop all divisional staff and community service providers.
- ★ establish standards that demand excellence and build a solid foundation for lifelong learning, workplace skills, and citizenship.
- ★ evaluate program and policy effectiveness.
- ★ share best practices.
- ★ carry out our mission with economy and minimized paperwork burden.
- ★ assist persons with disabilities by providing individualized support and services.
- ★ create a caring workplace that fosters teamwork and personal and professional growth.

We promise to greatly exceed customers' expectations. We

- ★ listen to those we serve in order to improve our operations and adapt to changing needs.
- ★ forge partnerships to improve our services.
- ★ value each employee's contribution to achieving this mission.

D. Kent King
Commissioner of Education



C. Jeanne Loyd
Assistant Commissioner
Vocational Rehabilitation

Missouri Department of Elementary and Secondary Education

— *Making a positive difference through education and service* —

December 31, 2004

The Honorable Bob Holden
Governor of Missouri
State Capitol
Jefferson City, Missouri 65101

Dear Governor Holden:

I am enclosing the annual report of the Missouri State Rehabilitation Council for fiscal year 2004. As required by federal regulation, this report provides information on the Missouri Division of Vocational Rehabilitation's employment program for persons with disabilities.

During FY04, the division helped 5,259 individuals reach successful employment outcomes. The employment success rate for people served was 61.9 percent. However, due to an increased number of referrals and rising costs, the division implemented an Order of Selection that requires eligible individuals with the most significant disabilities receive services first. All other eligible individuals will receive services as funds become available.

The program's customer satisfaction survey results are among the top in the nation, if not first.

Missouri Vocational Rehabilitation works closely with schools to provide transition services to more than 5,000 students per year in 396 school districts. Last year, we assisted more than 800 students in reaching their employment goals.

The council members take seriously their mission to serve Missouri citizens with physical and mental disabilities. The members bring years of experience and expertise to the council, and it has been my privilege to work with them this past year.

In closing, I, along with the council, offer our sincere appreciation for your personal interest and support in serving people with disabilities.

Sincerely,

A handwritten signature in black ink, reading "C. Jeanne Loyd", is positioned above the typed name.

C. Jeanne Loyd
Assistant Commissioner
Missouri Division of Vocational Rehabilitation

Historical Highlights of Vocational Rehabilitation

1920 • Smith-Fess Act. First civilian state-federal vocational rehabilitation act. Authorized for four years. *Goal:* promoted vocational rehabilitation of people with disabilities who worked in industrial or any legitimate occupation so they could return to work. *Act provisions:* Money allotment to states based on population; matching federal to state dollars \$1 to \$1; state plan requirement; and available to all people of employment age who were incapacitated by a physical defect or infirmity and who might become employable through rehabilitation.

1935 • Social Security Act. Doubled appropriation for vocational rehabilitation agencies to nearly \$2 million. Established vocational rehabilitation as a permanent program.

1943 • Barden-LaFollette Act (also known as VR Act of 1943). Amended the Smith-Fess Act. Authorized payment for physical restoration (or to eliminate/reduce a disability); permitted services for people with mental illness; made new provisions for people who are blind; made funds available for the entire cost of state administration; included guidance and placement services; and changed allocation of federal funds from a population base to one of need, as determined by the states.

1968 • Architectural Barriers Act. Established accessibility standards for new construction or alterations to federal buildings.

1973 • Rehabilitation Act Amendments. *Main points:* Severely disabled served first; client/counselor jointly develop client's rehabilitation plan; post-employment services; annual review of eligibility; greater accountability (standards); affirmative action; and evaluation of the primary purpose of the program. *Section 502:* Architectural and Transportation Barriers Compliance Board. *Section 504:* "nondiscrimination for handicapped."

1978 • Rehabilitation Act Amendments. Authorized and funded independent living programs and centers. Established the National Institute on Disability and Rehabilitation Research.

1984 • Rehabilitation Act Amendments. *Key points:* Client can make appeals; Client Assistance Program established.

1986 • Rehabilitation Act Amendments. *Key point:* Supported employment programs now required in state plans.

1990 • Americans with Disabilities Act. Landmark federal anti-discrimination statute. Enacted to address barriers to people with disabilities not only in employment, but in housing, public accommodations, education, transportation, communication, recreation, institutionalization, health, voting, and access to public facilities.

1992 • Rehabilitation Act Amendments. *Key points:* Established eligibility to be determined within 60 days; existing information/client input sought; allowed formation of a council; and emphasized client choice (where people with disabilities are active participants in their own rehabilitation programs, including making meaningful and informed choices).

1998 • Final Regulations of Rehabilitation Act Amendments of 1992. *Key points:* Extended period from 60 days to 90 days in order for individuals to reach successful employment outcomes; amended the definition of competitive employment to include employment paying minimum wages but not less than customary wages/benefits by the same employer to non-disabled workers performing similar functions; strengthened the definition of an integrated setting to require actual interaction between people with disabilities who are receiving services and non-disabled workers; and required agencies to develop policies that ensure that each person receives information about the scope of services and that each person's informed choice must be considered when writing the individual rehabilitation plan and vocational goal.

August 1998 • Rehabilitation Act Amendments. *Key point:* Extended authorization of the Act for five years. *Emphasis placed on:* Expanding the exercise of informed choice by individuals with disabilities; streamlining administrative procedures (i.e., reducing state plan requirements, eliminating the strategic plan, renaming the Individualized Written Plan as the Individualized Plan for Employment); increasing high-quality employment outcomes; expanding due-process procedures to include mediation; and linking VR programs to the State Workforce Investment Systems.

Agency Overview

Prepared on behalf of the State Rehabilitation Council, this annual report highlights various programs and services of the Missouri Division of Vocational Rehabilitation (MDVR) during federal fiscal year 2004 (Oct. 1, 2003 to Sept. 30, 2004).

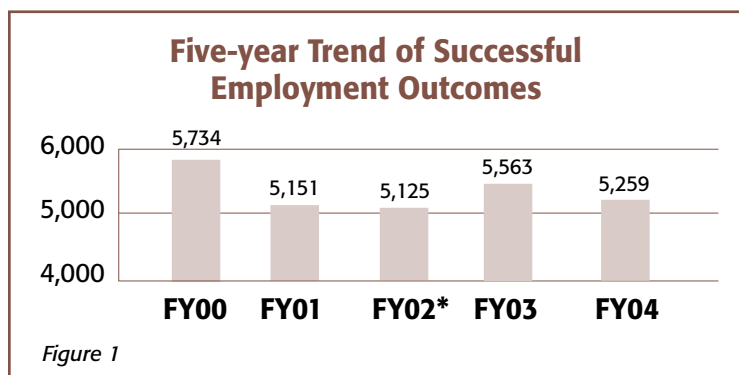
On Oct. 1, 2003, due to insufficient funds to serve all eligible consumers, MDVR implemented an Order of Selection with three priority categories. Eligible consumers with the most significant disabilities are required by law to receive services first (Category 1). Eligible consumers who have less significant disabilities are required to be placed on a waiting list for services (Categories 2 and 3). This action has affected the total number of employment outcomes, the success rate, the number of referrals to Vocational Rehabilitation (VR), and the number of consumers served.

During FY04, vocational rehabilitation counselors worked with more than 26,000 eligible people in various categories with an average daily census of 20,000. In FY04, 5,259 consumers had successful outcomes out of a total of 8,491 individuals leaving VR services. Figure 1 and Figure 2 (page 12) illustrate the number of successful outcomes and the percentages of success during the past five years.

Figure 2 (page 12) shows that more than 61 percent of consumers who received services with VR were successfully employed (this figure is a percentage of all eligible consumers leaving VR who received services). Research, from the Department of Economics, University of Missouri-Columbia, shows that about 70 percent of these consumers will still be employed one year later.



Kelly Cook (left), a senior counselor who works with VR's deaf and hard of hearing population, meets with Jennifer White (right), a VR consumer, to discuss Jennifer's new job as a mid-Missouri deaf services advisor for Advent. Through VR, Jennifer not only utilized services through Advent in Columbia, a Community Rehab Program and Supported Employment Service Provider, she also obtained employment with the provider.



* As of FY02, successful employment outcome data no longer includes sheltered workshop employment outcome information.

Important items to note from FY04 regarding VR's positive impact on the quality of consumers' lives and the communities it serves include:

- Of the 5,259 successfully employed consumers, only 134 consumers had weekly earnings of \$500 or more at the time of their referral to VR. However, at the time of case closure, the number of consumers jumped to 514 — an increase of 380.

Agency Overview (continued)

Rate of Successful Employment Outcomes *(five-year trend)*

70.7%	70.6%	71.6%	78.7%	61.9%
FY00	FY01	FY02	FY03	FY04

Figure 2

- The average weekly earnings for 5,050 competitively employed consumers increased from the point of VR referral to the point of case closure. This increase in income amounted to \$53,307,800 for the year.
- The number of consumers, with successful employment outcomes, attaining advanced degrees increased from the time of their referral to VR to the time of case closure. For instance, the number of consumers obtaining associate's degrees increased from 275 to 918.
- Over 1,500 consumers obtained degrees after receiving VR assistance, which is almost 100 more consumers than in FY03.

See pages 33 and 34 for additional information on VR's positive impact on consumers' weekly earnings and education levels.

Transition Services

VR Transition Services helps students with disabilities in the secondary school setting successfully transition from school to post-secondary education, training, or employment. VR works closely with the Division of Special Education (DSE) in providing transition services. In recent years, an area of focus involved the development of a statewide database and reporting system that measures and tracks referral information and success rates for students with disabilities who have participated in and received VR Transition Services prior to graduation. Transition Services and DSE coordinated the data collection efforts. Through this expanded data collection system, VR, DSE, and other adult rehab agencies have and will continue to benefit from joint training and technical assistance.

During FY04, the Transition Team developed a newsletter entitled "Transition Trends" as another avenue to provide continued technical assistance to schools and the personnel of special education and VR. The newsletter is a one-page fact sheet that is disseminated on a biannual basis. It focuses on topics related to connections and strategies for positive student outcomes. The newsletter also includes a section on transition resources, Web sites, and fast facts.

State Funding

Support from the governor's office and state legislators meant sufficient funds were available to match federal funding in FY04. VR receives state funds from General Revenue, Lottery, and Mental Health. The match requirement is 21.3 percent state funding and 78.7 percent federal funding.

Agency Overview (continued)

Social Security Reimbursement Program

The Social Security Administration (SSA) reimburses state vocational rehabilitation agencies for the costs of providing services to gainfully employed SSA recipients. The division continues to seek SSA reimbursements. As of Sept. 30, 2004, the division received \$1,972,458. Figure 3 provides VR's reimbursement totals for the past five years.

SSA Trust Fund Reimbursements <i>(five-year trend)</i>				
\$1,136,331	\$2,517,513	\$1,631,240	\$1,056,480	\$1,972,458
FY00	FY01	FY02	FY03	FY04

Figure 3

Consumer Satisfaction

Another priority for the division is consumer satisfaction with division staff and services. The SRC is responsible for administering a consumer satisfaction survey (pages 27-30). Division staff surveyed all eligible consumers whose cases were closed in FY04. Specific feedback is shared with division management, supervisors, and counselors. This information is used as a tool to evaluate staff performance as well as to improve services and to determine training needs.

In FY04, the division surveyed approximately 8,000 consumers who received and left VR services. Of these individuals, 99 percent felt they were treated with respect, and 97 percent indicated they were involved in making choices concerning their employment goals and services.

A pilot project in the Rolla VR office is measuring consumer satisfaction immediately after the initial plan period. As mentioned above, the division measures consumers' satisfaction after they leave VR services. The results of the pilot project will give the division an idea of a consumer's satisfaction at the time of service delivery.

Division Teams

The division continues to enlist the aid of teams consisting of agency staff, providers, and consumers to develop recommendations for several strategic plan issues. The following teams meet several times a year: Capacity Building, Case Services, Community Rehabilitation Providers/Vocational Rehabilitation, Consumer Affairs, Technology Services, Transition, Cultural Diversity, and Work Incentives. As a result, a number of recommendations, which can be found throughout the report, have been implemented to improve services for people with disabilities.

Interagency Cooperation

Workforce Development

In Missouri, the late Gov. Mel Carnahan created the Division of Workforce Development under the Department of Economic Development. Workforce Development ensures that the provisions of the Workforce Investment Act of 1998 (WIA) are carried out by Workforce Development Centers across the state. In July 1999, the Division of Employment Security joined the Division of Workforce Development. In September 1999, the governor designated the Missouri Training and Employment Council (MTEC) as the state board that oversees Workforce Development.

There are 14 workforce regions in Missouri. Funds are allocated by formula, and eligible training providers have been certified. Under WIA, there are 19 required partners that are working together to provide One-Stop Career Centers (referred to as Career Centers in Missouri) with universal access that is streamlined for all citizens wanting assistance with gaining employment. Vocational Rehabilitation is a major partner, and as such, they are involved in the development of a workable system to serve all Missouri citizens. They are working for integrated services through an Integration Team of partners. Primary concerns are developing a statewide data system accessible by all partners and the shared location of agency offices within 14 regions. In addition, committees of representatives from partner agencies have joined forces to develop a system that will provide immediate and valuable services to citizens. The committees are addressing issues such as systemwide performance measures, short-term training certificates, marketing, and equal access (architectural and program) within the Career Centers. They are moving forward in all areas.

A full-time supervisor works with partner agencies to ensure that all federal regulations pertaining to Title IV of the Workforce Investment Act of 1998 are followed. The VR supervisor of Workforce Development continues to visit Career Centers and VR offices throughout the state. The supervisor is also involved in the partner committee meetings addressing the systemwide issues previously mentioned. VR, through this continuous involvement with other agencies, is ensuring our consumers are served through access to this universal system.

One-Stop Partnerships

Locally, counselors still provide the core services for consumers with disabilities. Because of the differences in geographical locations, VR is represented in many different ways. There are centers where counselors visit three to four days a week. Other centers are located in complexes along with a VR office which allows consumers convenient access to a variety of services. Some Career Centers are not accessible either physically or in the provision of programs and services. As a result, VR counselors will either go to a different location or meet consumers at the local VR office. VR counselors travel to approximately 2,000 locations statewide to provide services to consumers.

VR has established a statewide ad hoc committee on accessibility that provided each center with data on assistive technology for persons who are blind, visually impaired, and hearing impaired. The committee was formed at the request of MTEC to assure all facilities, services, and programs become accessible. Recommendations have been given to each center and sent to MTEC. As a result of these visits, the centers are being equipped with speech synthesizers, Braille materials, computers with large monitors and adaptive keyboards, and telecommunication devices. In addition, VR provides ongoing cross-training and technical assistance to Career Center staff members on accommodations in the workplace.

Centers For Independent Living

Vocational Rehabilitation continues to work with the Statewide Independent Living Council (SILC) and the Centers for Independent Living (CILs) to provide direct services to people with disabilities.

Interagency Cooperation (continued)

The 2002-2004 state plan developed by VR and SILC details the tasks necessary to accomplish the delivery of independent living services that will assist consumers with disabilities to achieve their goals. As part of this collaborative effort, VR and SILC began the process of establishing outcome measures for Independent Living Services (ILS) and Personal Assistance Services (PAS). While the Independent Living program outcomes are still in the development phase, the PAS program has developed outcomes and identified quality indicators and performance measures. Last year, a plan was implemented to improve the PAS program and increase accountability as well as to determine the quality, effectiveness, and benefit of PAS services to consumers. During 2003, survey results data were gathered, and benchmarks were established that will be compared against 2004 outcomes.

SILC sponsored several conferences during 2004 to promote independent living for persons with disabilities. The Universal Design Housing Summit was held in August in Kansas City. The summit's goal was to provide awareness of the need for accessible housing. Conference attendees included representatives from the CILs, consumers, real estate agents, housing lenders, and builders. During October in Columbia, the Missouri Independent Living Conference was sponsored by the Missouri SILC Training Committee in cooperation with RCEP7 (Region 7 Rehabilitation Continuing Education Program). Representatives from VR and the CILs were in attendance along with consumers and staff from other state agencies to share information on independent living issues.

Personal Assistance Services (PAS) Programs

Vocational Rehabilitation operates three consumer-directed Personal Assistance Services programs for consumers who require personal care services. The three programs are Non-Medicaid Eligible (NME), Medicaid State Plan (MSP), and Independent Living Waiver (ILW). These statewide programs are administered locally by 21 Centers for Independent Living.

The NME program began in 1985. This program enables consumers with physical disabilities who are "employed or ready for employment" to maintain or seek employment by utilizing personal care services. The program is funded through general revenue appropriated by the state legislature. This program served as the model for the development of the MSP and the ILW programs.

The MSP program began in 1993. This program targets the Medicaid-eligible population with physical disabilities. Eligible consumers may access personal care services up to a monthly total of \$2,316. This is the maximum dollar amount of services for which a consumer is eligible. The MSP program is funded through a combination of federal and state funds.

The ILW program started on Jan. 1, 2000. This program targets consumers eligible for Medicaid who have physical and/or cognitive disabilities and who require either personal care services above the MSP monthly maximum of \$2,316, specialized medical equipment and supplies, environmental accessibility adaptations, or case management.

Personal Assistance Services (PAS) Program Statistics (September 30, 2004)			
	NME Program	MSP Program	ILW Program
Number of Consumers	110	5,932	600

Since December 1999, 142 PAS consumers have left nursing homes and are living in the community with the assistance of the PAS program.

Interagency Cooperation (continued)

Proof PAS Works

Lisa Jackson is both a VR and a PAS consumer. Under the PAS program, she receives personal care services through Ozark Independent Living, a Center for Independent Living in West Plains. Lisa is a strong advocate of the PAS program and as such made the long trip to Jefferson City in November 2003 to testify before the Personal Independence Commission (PIC) regarding the value the program brings to so many people.

Below is the testimony she gave to the commission that serves as proof the program assists persons with disabilities gain greater independence.

Hi, my name is Lisa Jackson. I'm 19 and live in West Plains, Missouri. I am here to support the PAS program. This program has helped me and many other people to achieve *our* American dream: the right to live where we want and the right to choose who provides the appropriate supports and services as needed, by our choice. It is called PAS.

These are just some of the ways PAS is helping me achieve my independence:

- I am able to live on my own, have my own apartment.
- I have transportation when I need it.
- I can go to the store to get groceries.
- Like any girl I go shopping, except that I go only two or three times a month.
- I have learned to budget my money by living on my own.
- Going to doctor appointments and picking up needed prescriptions are always done on time.

I do the same things that everyone else does. I pay my bills, buy groceries, and go shopping at places other than Wal-Mart when I have the time and money. I meet friends for lunch and go to the movies every once in a while. I love to bake. It was hard when I couldn't get in the kitchen and do what I always did — turn up the radio, start mixing ingredients, and “Bam!” come out with a masterpiece Emeril Lagasse would be proud of. Now I need help in the kitchen, but for the tasks I can't do, I direct. (Actually, I think I'm a better director than anything. I do help out if I can. I'm not that spoiled.)

I graduated from the West Plains High School, Class of 2002. I was accepted by Southwest Missouri State and Park University. I am fortunate enough to continue my education at Southwest Missouri State University. I am taking online classes but will soon be joining my fellow classmates in the classroom.

Thanks to Vocational Rehabilitation, I am getting an education so I will have a better chance at getting a good job than if I wasn't going to school. Without Vocational Rehabilitation, I would not be able to continue my education to the fullest. Vocational Rehabilitation provides for me the comfort and stability of knowing that I can and will be able to pursue my career for the future to come. I am pursuing a degree in Graphic Arts and Accounting. They arrange for special accommodations that meet my individual needs. Financially it would be impossible for me to even consider college. Now I have the chance to overcome all impossibilities and make it as possible as they will ever be.

We testify for our rights, and you listen. All you have to do is make the right choice. Thank you for everything.



Lisa Jackson with Lt. Gov. Joe Maxwell, co-chair of PIC, after her testimony at the state capitol.



Lisa with her mother, Anne (left) and sisters Valerie (center) and Sarah (right).

Transition Services

The Missouri Division of Vocational Rehabilitation continues to work closely with the Division of Special Education in coordinating, planning, and providing transition services for students with disabilities in the secondary school setting.

During FY04, the Transition Team, composed of VR staff and special education personnel at both the state and local level, continued to provide support and technical assistance regarding transition-related activities and services for students with disabilities in an effort to meet the following charges outlined by the assistant commissioner:

Charge #1: Develop strategies to increase overall success rates of students with disabilities participating in cooperative school-to-work programs.

Charge #2: Develop strategies to increase overall participation of students with disabilities participating in cooperative school-to-work programs.

Charge #3: Develop methods to measure student participation in all transition services.

Charge #4: Develop strategies for decreasing the dropout rate for students with disabilities from Missouri high schools.



Tiawan Broom (*left*) and Mirza Cehajic (*right*), both former VR consumers, attended the Community Access and Job Training (CAJT) High School in St. Louis, where they worked on horticulture and grounds maintenance skills.

- In accordance with Charges #1 and #2 listed above, VR continues to work on improving and expanding the Cooperative Work Experience Program (COOP) for students with disabilities. During FY04, approximately 396 out of 449 (K-12) school districts in the state were operating COOP programs, and those school districts who recently signed new COOP agreements increased from 316 in FY03 to 351 in FY04. VR counselors worked with 5,212 students prior to graduation in FY04, and 1,114 of those students also participated in the VR COOP program, which is an increase from last year. Out of all the eligible students who received VR services, 842 reached successful employment outcomes leading to an overall success rate of 63.4 percent.
- Over the past year, the Transition Team worked with VR Client Services to develop a transition report that includes both open and closed transition cases. The intent of this report is to serve as a case management tool for counselors in planning services for students, scheduling visits with schools, and organizing and prioritizing casework activities. Portions of this report may also be printed and shared with individual school districts to assist them in evaluating the number of students they have referred to VR during a particular month or school year and the current services those students may be receiving from VR.

Transition Services (continued)

- In striving to improve and expand the quality of transition assessment services for students with significant disabilities, VR continues to provide support and technical assistance to local Community Rehabilitation Programs (CRPs) and Supported Employment Service Providers (SESPs). At the completion of FY04, approximately 158 comprehensive transition assessment Memorandums of Understanding (MOUs) had been developed at the local level with approximately 117 different school districts and 29 various CRPs and SESP. This reflects a statewide increase of 24 local MOUs and 12 school districts for FY04. MOUs outline how transition assessment services for students with disabilities will be provided at the local level.

Transition Services continues to provide technical assistance to classroom teachers and VR counselors who work directly with students and work closely with the Division of Special Education on decreasing the dropout rate and improving post-school outcomes for students with disabilities.

Integrated Community Rehabilitation Programs

The division strives to enhance community rehabilitation services throughout Missouri. VR and the Community Rehabilitation Programs (CRPs) collaboratively work with an outcome-based service model that emphasizes results and values successful employment outcomes. The Community Rehabilitation Program/Vocational Rehabilitation (CRP/VR) Team, comprised of VR staff and executives from the CRPs, works on the following issues:

- Continued partnering efforts at the local level and expanding efforts to include administrative staff from VR, the CRPs, and the Supported Employment Service Providers (SESPs) along with professional organizations.
- Continued quality improvement strategies with employment outcome services.
- Assessment of Supported Employment and Community Employment Services by determining program effectiveness.
- Continued assessment of current vendor requirements regarding utilization, outcomes and cost-effectiveness.
- Development of factors to assess the impact of Order of Selection with waiting lists on CRP services and employment outcomes.

The division continues to fund a variety of services to approximately 5,544 consumers in CRPs. The division always purchases services from local, nationally accredited, nonprofit CRPs and does not own or operate any of the programs.

Access to community-based services continues to be a division priority. As a result, all CRP programs emphasize community integration.

A complete listing of all division-approved CRPs can be found on page 39.

Improved Availability for Supported Employment

The division provides supported employment services to a diverse population of consumers, as indicated by Figures 4-6 (pages 19-20). Supported employment is defined as competitive work in an integrated work setting with ongoing support services for individuals with the most significant disabilities. During FY04, 69 percent of consumers who received supported employment services and exited the program were successfully employed.

Figure 4 provides a breakdown of the disability categories of consumers who exited the program both successfully and unsuccessfully after receiving supported employment services.

Figure 7 (page 20) provides the total number of Supported Employment Service Providers (SESPs). As of FY04, all counties in Missouri are being served by SESP. This expanded coverage offers choice for consumers.

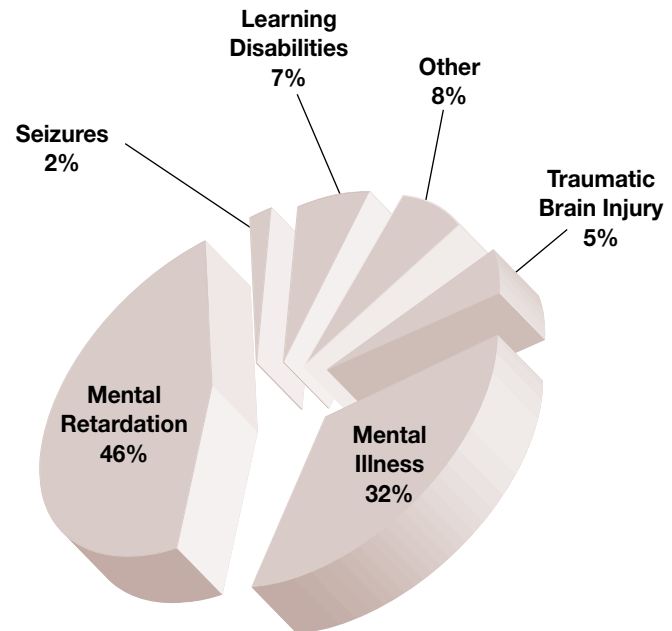


Figure 4**

Other Supported Employment Statistics

The division places an emphasis on the development of natural support systems for consumers who participate in supported employment. This reduces the costs associated with supported employment and job coaching. Figure 8 (page 20) shows the average costs of services, hourly wages, and other statistics for supported employment.

Consumer Satisfaction

As noted on the chart on page 29, 99 percent of consumers who participated in supported employment and who responded to the satisfaction survey felt that the division treated them with respect. And, 96 percent felt that VR policies were fair.

****Percentages based on the number of consumers who exited the program both successfully and unsuccessfully after receiving SESP services.**

Improved Availability for Supported Employment (continued)

Supported Employment Race and Gender of those Served** – FY04 –

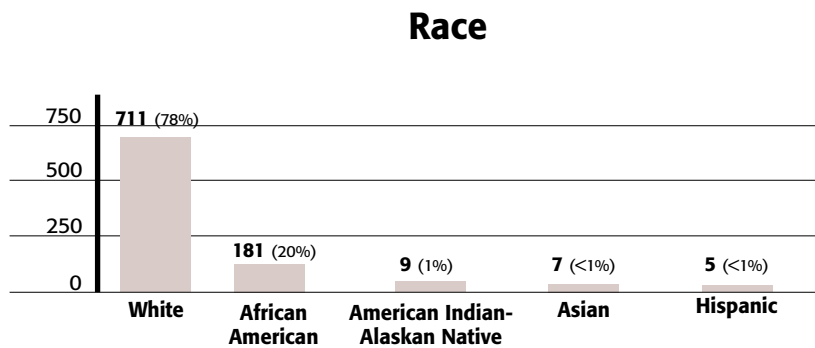


Figure 5**

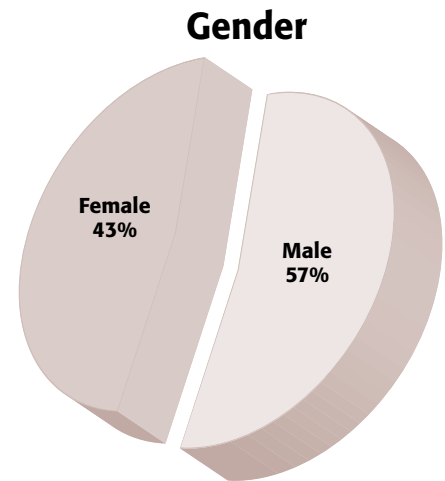


Figure 6**

Other Supported Employment Statistics

SESPs Total Providers from FY00 to FY04

Fiscal Year	Number of Providers
FY00	88
FY01	86
FY02	86
FY03	86
FY04	78

Figure 7

Supported Employment: Competitively Employed Statistics FY04

Average cost of job coaching services per consumer	\$3,964.00
Average cost of assessment services per consumer	\$1,250.00**
Average cost of job development services per consumer	\$1,049.00**
Average hourly wage per consumer	\$6.54
Average hours per week worked per consumer	23

Other Statistics for FY04

Success rate	69 percent**
Successful closures	582
Unsuccessful closures after services rendered	.262

Figure 8

**Figures based on the number of consumers who exited the program both successfully and unsuccessfully after receiving SESP services.

Technology Services

This past year, VR participated in the Multi-Agency Data Dictionary Project with the departments of Health and Senior Services, Mental Health, and Social Services. The project was the first step toward an online initial client information form to be shared by Missouri's benefit-based agencies to meet citizens' expectations for convenient government services.

Multiple state agencies use the same client information, such as name and demographic attributes, requiring clients to repeat the same information for different service providers. To deliver and coordinate services in the most efficient and cost-effective manner, electronic data sharing is necessary. The four departments worked together with the consulting firm Tier Technologies to develop the appropriate information technology infrastructure, including common data dictionary standards, to enable data sharing.

The Multi-Agency Data Dictionary provides the opportunity for an initial client intake application that requires clients to give name and demographic information once rather than multiple times.

Because of its contribution to the Multi-Agency Data Dictionary Project, VR was selected to receive the Information Technology Advisory Board's "Missouri IT Recognition Award." VR's involvement in the project also led to other agencies desiring to use its information technology concepts piloted in the systems change grant, Project Success, and the Personal Assistance Services (PAS) technology system as models for their information databases.

Assistive Technology

In FY04, the division provided a variety of assistive technology services, devices, and equipment to 1,276 individuals for a total cost of \$3,215,522.

Assistive devices are purchased by the division to assist consumers with increasing, maintaining, or improving functional capabilities. These may be commercially purchased or modified/customized by a technology specialist. The devices may be as simple as a modified door handle or as sophisticated as a voice-controlled computer system. Other types of assistive devices include: prosthetic and orthotic equipment; hearing aids; eyeglasses; wheelchairs and other powered-mobility equipment; walkers; braces; crutches; computer equipment (e.g., adaptive keyboards, voice-activated controls, and specialized software); vehicle modifications; and home modifications.

Assistive technology services include: evaluation, design, customization, adaptation, maintenance, repair, therapy, training, or technical training that assists an individual with a disability in the use of an assistive technology device.

The Telecommunication Access Program (TAP), implemented by the Missouri General Assembly, has become an excellent resource for division counselors. This program provides adaptive equipment for persons whose disability prevents them from using traditional telephones. The program also provides telecommunication access to the Internet and e-mail in the home for individuals unable to communicate via computer due to a disability. TAP has saved the division significant costs of purchasing these services.

Assistive Technology (continued)

Within seven regions of Missouri, the division has counselors who specialize in information technology. These specialists serve as consultants for other division staff and consumers regarding:

- the Americans with Disabilities Act and assistive technology;
- the availability of assistive technology services for students in secondary education programs;
- the availability of services/vendors in particular regions; and
- TAP and the demonstration equipment sites funded by the program that are located in the Centers for Independent Living (CILs)* around the state.



Diane Golden, Ph.D., Director of Missouri Assistive Technology, addresses the attendees of the Power Up 2004 Conference and Expo held April 26-27, 2004, at Tan-Tar-A, Osage Beach.

In April 2004, the Missouri Assistive Technology Council sponsored the statewide Power Up 2004 Conference and Expo that was open to service providers, consumers, independent living specialists, division staff, and other professionals in the rehabilitation field. The division was an exhibitor, and its technology information specialists attended the event. The conference was successful in providing consumers and professionals with an opportunity to view state-of-the-art technology and equipment designed to enhance and promote the independence and quality of life for people with disabilities.

* See page 38 for CIL listings.

Underserved Populations and Workplace Diversity

One of the top priorities for the council and the division continues to be reducing the overall number of people who do not complete the VR program and reducing the unsuccessful outcomes for traditionally underserved populations (i.e., primarily African American and Hispanic consumers). Figure 9 reflects the closure percentages by race for FY03 and FY04. This chart illustrates that African American consumers continue to represent disproportionately higher rates of outcomes that are not successful.

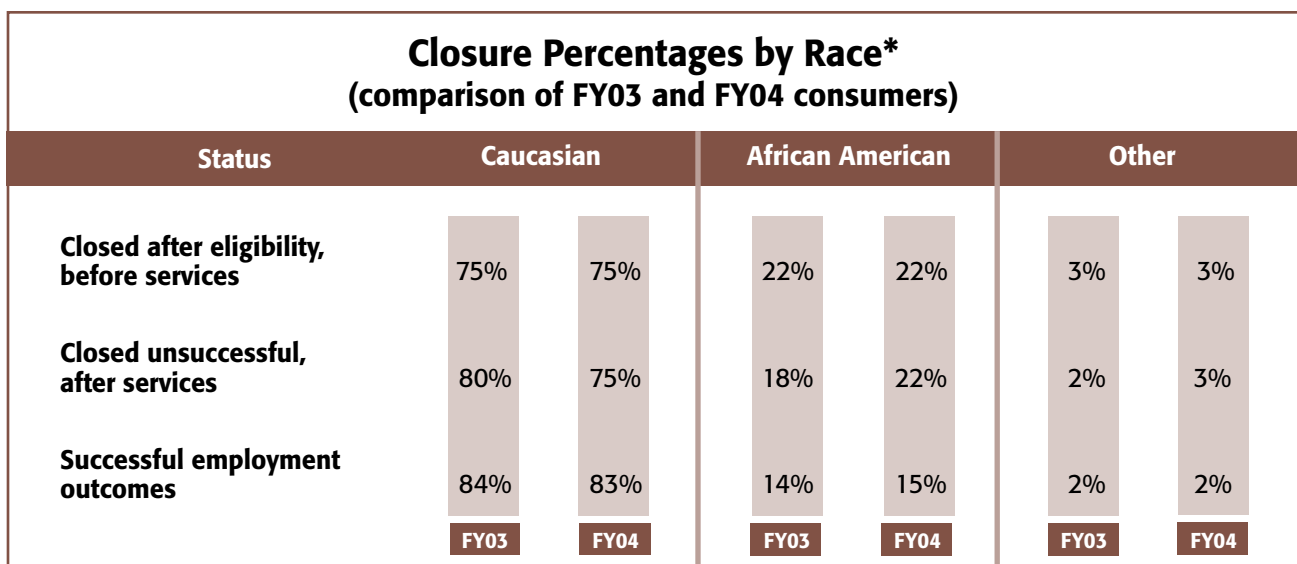
The division remains committed to improving employment outcomes and reducing the dropout rate of consumers from underserved populations. For example, a pilot program that was designed to retain consumers at risk of leaving VR services has become a permanent program. Retention counselors now work with “at-risk” consumers to remove barriers to services and employment. Other staff, such as intake counselors, assist in locating “lost” consumers.

Cultural Diversity Team

To work on issues relating to underserved populations, the assistant commissioner appointed a diverse group of staff to serve on the Cultural Diversity Team. This team has worked to develop strategies for:

- increasing the numbers of underserved populations using VR services;
- reducing the disproportionate numbers of underserved populations dropping out of VR services;
- improving the rate and quality of employment outcomes for underserved populations;
- improving recruitment and retention practices of culturally diverse consumers and employees for the entire division; and
- distributing information to underserved populations to have a positive effect on the above charges.

The Cultural Diversity Team has expanded its focus to include the entire Division of Vocational Rehabilitation by adding to the team four employees of Disability Determinations Services. The team meets several times a year to work on the above issues.



*Percentages reflect the total number of consumers in each status.

Figure 9

Underserved Populations and Workplace Diversity (continued)

Diversity in the Workplace

The division continues to work hard to recruit, hire, and maintain a diverse workforce. Figure 10 shows the specific categories of division employees as of Sept. 30, 2004.

The division has an extensive plan to recruit individuals with culturally diverse backgrounds. All job openings are listed with the division and “Missouri Works” Web pages, and nearly all vacancies are advertised in local newspapers as well as traditional African American and Hispanic newspapers. All division counselor vacancy notices are now sent to various Historically Black Colleges and Universities (HBCUs), such as Lincoln University-Jefferson City, Mo.; Southern University-Baton Rouge, La.; Fort Valley State College-Fort Valley, Ga.; and Mississippi State-Jackson, Miss. Recruitment contacts have been made with all colleges in Missouri that have a high population of minority students. The division continues to participate in recruitment activities, career fairs, and various community activities.

The division also strives to recruit individuals with disabilities. All district supervisors and counselors receive job vacancy notices. Many of the individuals referred by staff are interviewed and hired or participate in field experiences and internships sponsored by the division. At the time of this report, approximately 18 percent of the counselor positions are held by persons with disabilities.

In addition to the division’s recruitment efforts, all staff are participating in cultural diversity training. This on-going training is a positive outcome of one of the Cultural Diversity Team’s recommendations and uses a state-contracted diversity trainer. Feedback from this training has been positive. Diversity training will continue throughout next year and will be held regionally to defray travel expenses.

Consumer Satisfaction

The division’s consumer satisfaction survey (page 29) illustrates that 97 percent of African American consumers felt that they were treated with respect. Other results showed that 95 percent of African Americans responding to the survey said they were involved in making choices about their career goals and VR services. Ninety-five percent also felt their VR experience was good and that VR helped them to become employed.

Employee Diversity FY04

Employees with Disabilities

Counselors	18%
District and Assistant Supervisors	10%
Administrators	20%
Total professional staff	16%
Support staff	6%

Minority Employees

Counselors	12%
African Americans	9%
Other	3%
District and Assistant Supervisors	10%
Administrators	9%
African Americans	6%
Other	3%
Total professional staff	11%
Support staff	17%
African Americans	14%
Other	3%
Other staff (Acct., CIT, Procurement)	
African Americans	5%

Employees by Gender

Counselors	
Male	24%
Female	76%
District and Assistant Supervisors	
Male	45%
Female	55%
Administrators	
Male	43%
Female	57%
Total professional staff	
Male	30%
Female	70%
Support staff	
Male	3%
Female	97%
Other staff	
Male	21%
Female	79%

Figure 10



NO LESS THAN SUCCESS!

A BOOST FROM VR HELPS CONSUMER CHARLES MENLEY ACHIEVE HIS OCCUPATIONAL GOAL

For many high school students, the future beyond graduation is not always known. The same was true for Charles Menley as a student back in the 1960s. In 1961, Charles' high school, Valley Park, hosted a Career Day for seniors, where he met a representative from Vocational Rehabilitation (VR). This meeting led Charles to a profession he would work in for almost 40 years.

Charles contracted polio at age 3. Forced to wear leg braces and high-top shoes, Charles says he "tried to be normal." He couldn't run or squat, but he could climb stairs, one at a time, just as he lived life one day at a time. Charles completed high school and applied for services at the local VR office. He was interested in art, but there wasn't an art program available. But there was a program for barbering, and as Charles says, barbering is like "creating art on the head." Charles became a barber in 1962 after completing trade school with VR assistance.

In the late '70s, Charles opened his own barbershop. For almost three decades, he barbered, standing throughout the course of each day. Everything was going well until the late '80s, early '90s, when he began to experience pain in his legs and back and chronic fatigue.

"It all went backwards," Charles says. "Polio caught up with me." He had Post Polio Syndrome, which prevented him from performing the physical requirements of his job. He began using a wheelchair to assist in his mobility.

Charles returned to an old friend — VR. He worked with former VR counselor Dorothy Edwards in the St. Louis West district office. Unfortunately, his condition prevented him from employment at that time, so in 1996, he became a recipient of Social Security Disability benefits.

After help from VR, Charles Menley returns to work and gives a haircut to Michael Bender, president of Therapeutic Specialties, Inc., who suggested a wheelchair with an elevation feature.

As fate would have it, Charles returned to VR a third time. In August 2003, he contacted the St. Louis West district office regarding rehabilitation services. Charles had received a "Ticket to Work." The Social Security Administration (SSA) instituted the Ticket to Work program to expand the base of service providers available to help Social Security Disability recipients obtain services necessary to find and retain employment. VR was one of the employment networks recognized by SSA.

Sadye Gartland became Charles' VR counselor. She suggested a work evaluation to help him understand his physical work capabilities. The St. Louis-based MERS/Missouri Goodwill Industries, an organization that helps people choose or change a career, performed the assessment. Charles assumed the recommendation would be clerical work, but Sadye had a different idea. She suggested adding assistive technology — a wheelchair to help him reach his customers — to Charles' existing skills as a barber. Charles says Sadye was a "great help" in developing a plan to accommodate him in the workplace.

"Charles Menley is an individual who had the potential to succeed given the appropriate accommodations," Sadye says. "Helping him achieve the goals he established for himself was a pleasure."

Sadye enlisted the help of one of VR's service providers, Therapeutic Specialties, Inc., of St. Louis, a company that sells mobility assistance products. Michael Bender, company president and an occupational therapist, suggested a powered wheelchair with an elevation feature to allow Charles to raise himself up and down while the customer is seated in a standard barber chair. Michael says, "Charles is a very motivated client who has taken ownership in the [rehabilitation] process."

To complete Charles' employment goal, Sadye worked with vendors on a vehicle modification and porch lift suitable for his new chair. VR covered all the costs of Charles' assistive technology along with the barbering accessories he would need.

Charles contacted Ron Zarbo, a barbershop owner he knew from 30 years ago, about renting a chair in his Westchester Barbershop in Creve Coeur.

"Ron was very cooperative," Charles says. "He made accommodations for me that not many other shops would do." Ron moved a barber chair into a larger space in the shop so that Charles would have more room to work. Now once again, Charles is barbering.

Charles works two days a week and says he is doing well with that. "I'm happy with the way everything has turned out," he says.

Table of Appendices

Consumer Satisfaction Survey

Summary Report	27
----------------------	----

Demographics Charts

Disability Categories of Eligible Consumers	31
Disability Categories of Consumers with Successful Employment Outcomes	32
Impact of VR Services on Weekly Earnings of Consumers with Successful Employment Outcomes	33
Impact of VR Services on Education Levels of Consumers with Successful Employment Outcomes	34
Race of Consumers with Successful Employment Outcomes	35
Age and Gender of Consumers with Successful Employment Outcomes	36
Occupations of Consumers with Successful Employment Outcomes	37

Provider Directories

Centers for Independent Living	38
Community Rehabilitation Program Providers	39
Supported Employment Service Providers	40
Vocational Rehabilitation District Offices	43

Acronyms

Listing of Acronyms	45
---------------------------	----

Consumer Satisfaction

The council's Program Evaluation Committee continues to survey and monitor consumer satisfaction. A prepaid postcard with a quick, eight-question survey is sent to all eligible consumers immediately after their cases are closed.

Survey results continued to be positive during FY04. For example, of the consumers surveyed who received services, 99 percent felt that they were treated with respect, and 97 percent indicated that they were involved in making choices concerning their employment goals and services. All of the results are categorized in groups, such as statewide totals, disabilities, gender, race, etc. The response rate from consumers who received services was nearly 18 percent; their survey results are listed on page 29. Separate survey results for eligible consumers who left the program before receiving services can be found on page 30; their response rate was 6 percent.

Survey Card • *Sample 1* (completed by consumers who received services and exited the system successfully in employment or unsuccessfully)

Please mark X in the box that you think is appropriate for each statement below. Thank you for taking time to fill out and return this survey.

Survey Number:	Check if completed by family member. <input type="checkbox"/>	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
1. The VR staff treated me with respect and courtesy.					
2. Overall, my VR services were provided in a timely manner.					
3. My counselor helped me to understand my disability and how it might affect my future work.					
4. I was involved in making choices about my goals and services.					
5. My experience with VR was good and I would recommend it to others.					
6. VR policies were fair.					
7. VR services have helped or will help me get a job.					
8. (Optional) How could VR have served me better?					

5. My experience with VR was good and I would recommend it to others.

6. VR policies were fair.

7. I'm not using VR services because:*

8. (Optional) How could VR have served me better?

*The only question that differs from the "Sample 1" survey postcard.

Survey Card • *Sample 2* (completed by consumers who were eligible but were closed before receiving services)

Consumer Satisfaction (continued)

In addition to the consumer survey card, the division gathers input from consumers through two other questionnaire cards. Fashioned after the original consumer survey cards (Samples 1 and 2, shown on page 27), these cards reach out to consumers involved with Centers for Independent Living (CILs) and division Impartial Hearings. The results from the CIL surveys (card not shown) confirm the level of consumer satisfaction with the centers. Ninety-six percent of consumers felt that staff listened to their concerns, and 95 percent of consumers would recommend their center to friends or family in need of services. The Impartial Hearing questionnaire card (Sample 3) is sent to consumers who have participated in an appeal (due process hearing) regarding rehabilitation services. This card evaluates how fairly consumers felt they were treated by the hearing process and the Impartial Hearing Officer.

Survey Card • *Sample 3* (filled out by consumers who participated in an impartial hearing)

Please mark X in the box that you think is appropriate for each statement below. Thank you for taking time to fill out and return this survey.

Survey Number:	Check if completed by family member. <input type="checkbox"/>	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
1. The Impartial Hearing Officer treated me with respect and courtesy.					
2. The Impartial Hearing Officer allowed me the opportunity to discuss my situation.					
3. As needed, other people were allowed to present on my behalf.					
4. As needed, alternative modes of communication were provided (i.e. sign interpreter, Braille, large print).					
5. A decision was reached and you were notified in a timely manner.					
6. The hearing was conducted in a fair and impartial manner.					
7. How could the Impartial Hearing Officer have served you better?					

Consumer Satisfaction (continued)

Consumer Satisfaction Survey Results

(specific group responses to survey cards distributed during FY04)

	Treated me with respect		Received timely services		Helped understand disability		Involved in choices		Experience was good		VR policies fair		Helped me get a job	
	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
Statewide total of responses (percentage is the number divided by the total number of who agreed and disagreed)	99%	1%	96%	4%	92%	8%	97%	3%	96%	4%	96%	4%	92%	8%
Persons with significant disabilities*	99%	1%	95%	5%	91%	9%	96%	4%	96%	4%	96%	4%	91%	9%
Successful employment outcomes	99%	1%	97%	3%	94%	6%	98%	2%	98%	2%	98%	2%	94%	6%
Unsuccessful closures after services	96%	4%	90%	10%	84%	16%	91%	9%	88%	12%	90%	10%	79%	21%
African Americans*	97%	3%	94%	6%	90%	10%	95%	5%	95%	5%	94%	6%	91%	9%
Males*	99%	1%	96%	4%	93%	7%	96%	4%	96%	4%	97%	3%	92%	8%
Females*	99%	1%	95%	5%	91%	9%	97%	3%	96%	4%	96%	4%	92%	8%
Supported employment employees*	99%	1%	95%	5%	90%	10%	95%	5%	96%	4%	96%	4%	94%	6%
Persons with mental retardation*	99%	1%	92%	8%	89%	11%	95%	5%	93%	7%	94%	6%	92%	8%
Persons with mental illness*	99%	1%	94%	6%	85%	15%	95%	5%	95%	5%	94%	6%	86%	14%
Persons with deafness/hearing impairment*	97%	3%	95%	5%	96%	4%	97%	3%	96%	4%	94%	6%	92%	8%
Persons with traumatic brain injury*	97%	3%	87%	13%	95%	5%	92%	8%	95%	5%	97%	3%	84%	16%
Persons with alcohol/drug dependency*	100%	0%	96%	4%	96%	4%	100%	0%	100%	0%	96%	4%	96%	4%
Persons with specific learning disabilities*	99%	1%	98%	2%	92%	8%	98%	2%	98%	2%	98%	2%	92%	8%
Persons with orthopedic impairments*	99%	1%	97%	3%	93%	7%	94%	6%	97%	3%	98%	2%	93%	7%

*Total responses from consumers who have received VR services and have exited the program either successfully or unsuccessfully.

Consumer Satisfaction (continued)

Consumer Satisfaction Survey Results

(specific group responses to survey cards distributed during FY04)

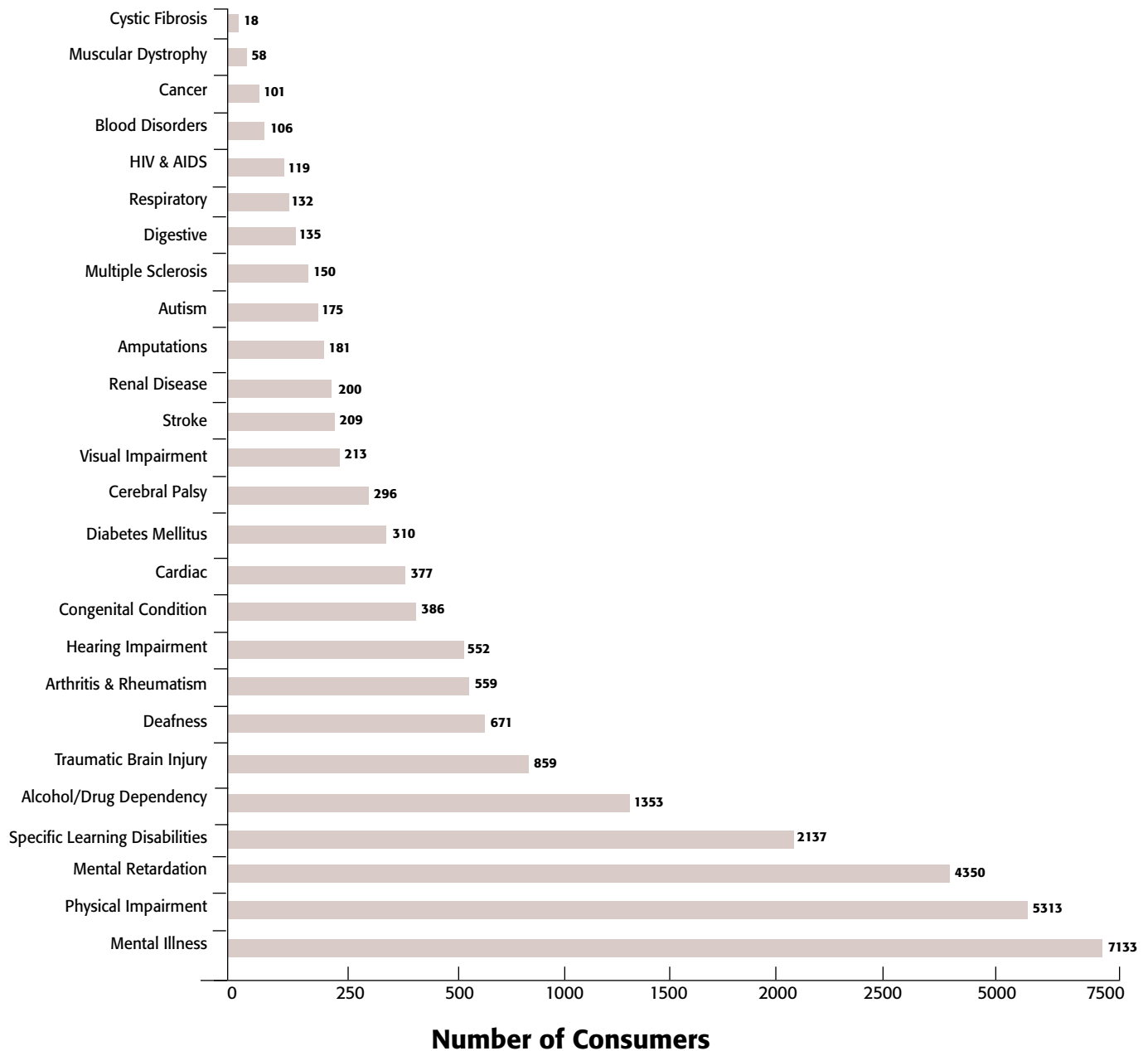
	Treated me with respect		Received timely services		Helped understand disability		Involved in choices		Experience was good		VR policies fair	
	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
Statewide total of responses (percentage is the number divided by the total number of who agreed and disagreed)	94%	6%	90%	10%	86%	14%	91%	9%	90%	10%	89%	11%
Persons with significant disabilities*	95%	5%	91%	9%	86%	14%	92%	8%	90%	10%	89%	11%
African Americans*	95%	5%	87%	13%	90%	10%	92%	8%	87%	13%	90%	10%
Males*	95%	5%	89%	11%	85%	15%	89%	11%	87%	13%	88%	12%
Females*	94%	6%	91%	9%	87%	13%	93%	7%	92%	8%	90%	10%
Persons with mental retardation*	93%	7%	83%	17%	82%	18%	90%	10%	88%	12%	88%	12%
Persons with mental illness*	93%	7%	95%	5%	88%	12%	94%	6%	93%	7%	92%	8%
Persons with deafness/hearing impairment*	75%	25%	63%	37%	63%	37%	57%	43%	63%	37%	63%	37%
Persons with traumatic brain injury*	93%	7%	77%	23%	77%	23%	79%	21%	79%	21%	79%	21%
Persons with alcohol/drug dependency*	100%	0%	100%	0%	80%	20%	80%	20%	100%	0%	80%	20%
Persons with specific learning disabilities*	87%	13%	87%	13%	80%	20%	80%	20%	87%	13%	86%	14%
Persons with orthopedic impairments*	99%	1%	94%	6%	91%	9%	94%	6%	92%	8%	93%	7%

*Total responses of eligible consumers who have left the program before receiving services.

Disability Categories of Eligible Consumers

– FY04 –

Types of Disability

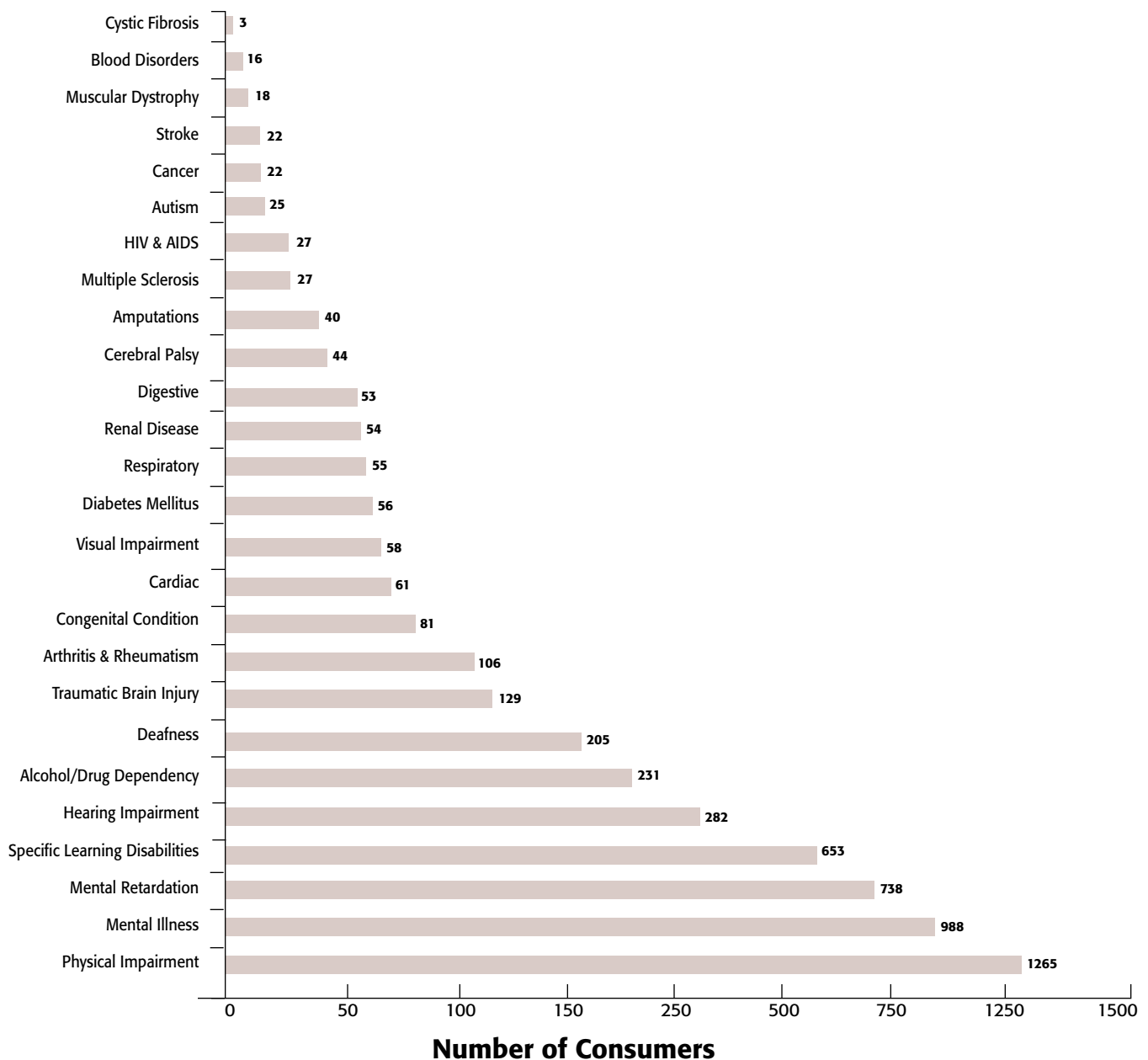


Total number of eligible consumers: 26,093

Disability Categories of Consumers with Successful Employment Outcomes

– FY04 –

Types of Disability



Total number of successful employment outcomes: 5,259

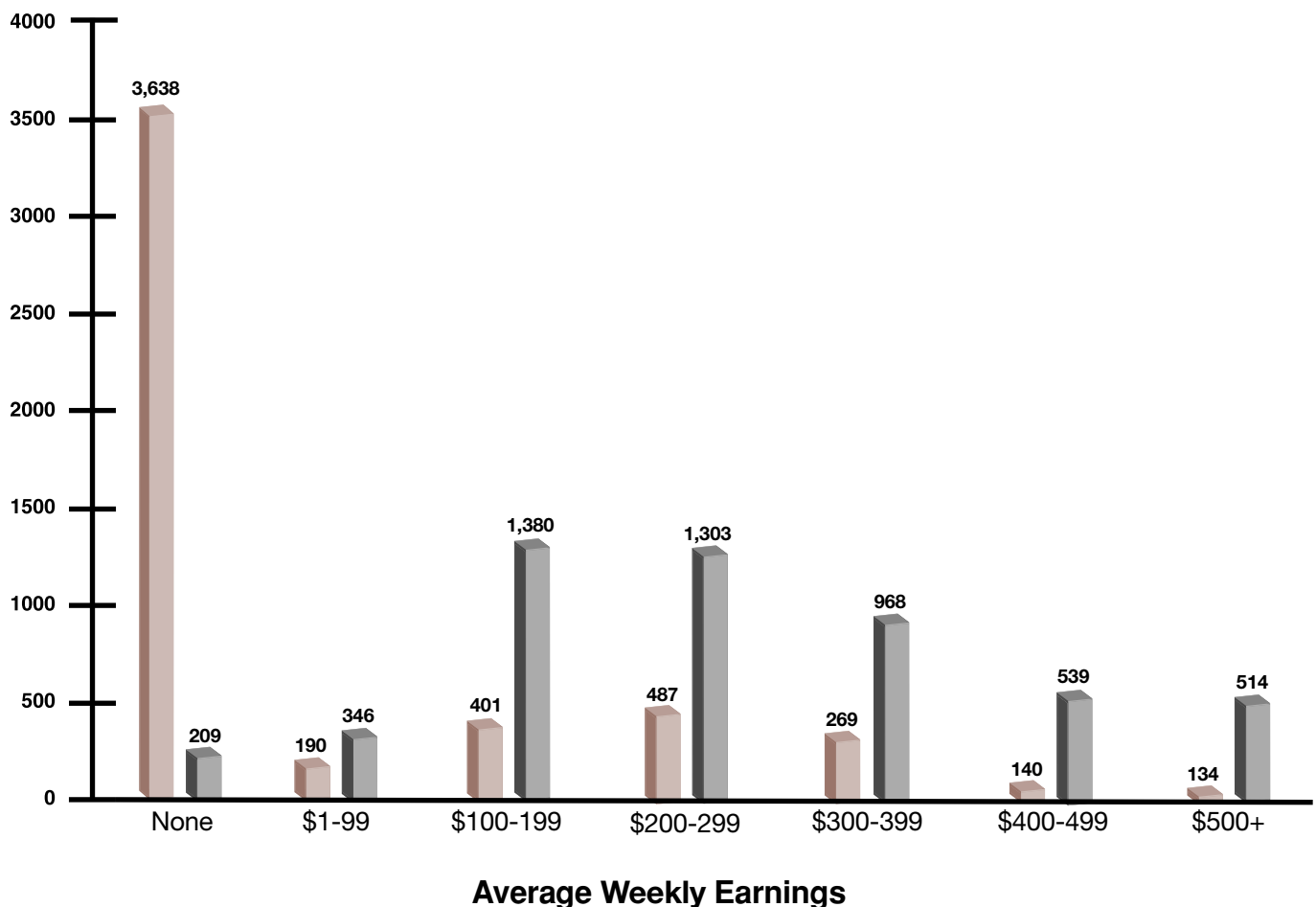
Impact of VR Services on Weekly Earnings of Consumers with Successful Employment Outcomes

– FY04 –

■ Referral

■ Closure

Number of Consumers

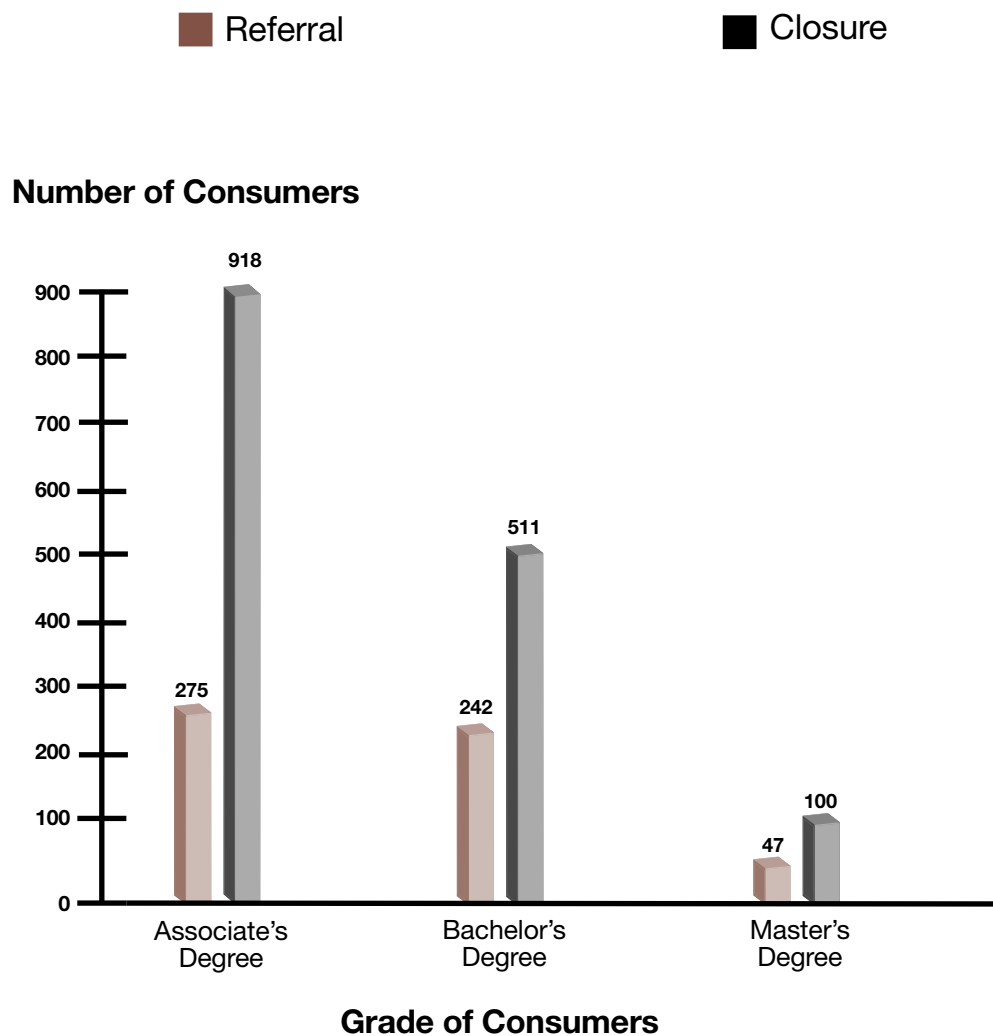


Total number of successful employment outcomes: 5,259

With an increase in average weekly earnings of \$203 for the 5,050 competitively employed consumers, the total annual increase in income, from referral to closure, amounts to \$53,307,800.

Impact of VR Services on Education Levels of Consumers with Successful Employment Outcomes

– FY04 –



Total number of successful employment outcomes: 5,259

1,529 individuals (29%), out of all employment outcomes, earned a degree after receiving VR services in FY04.

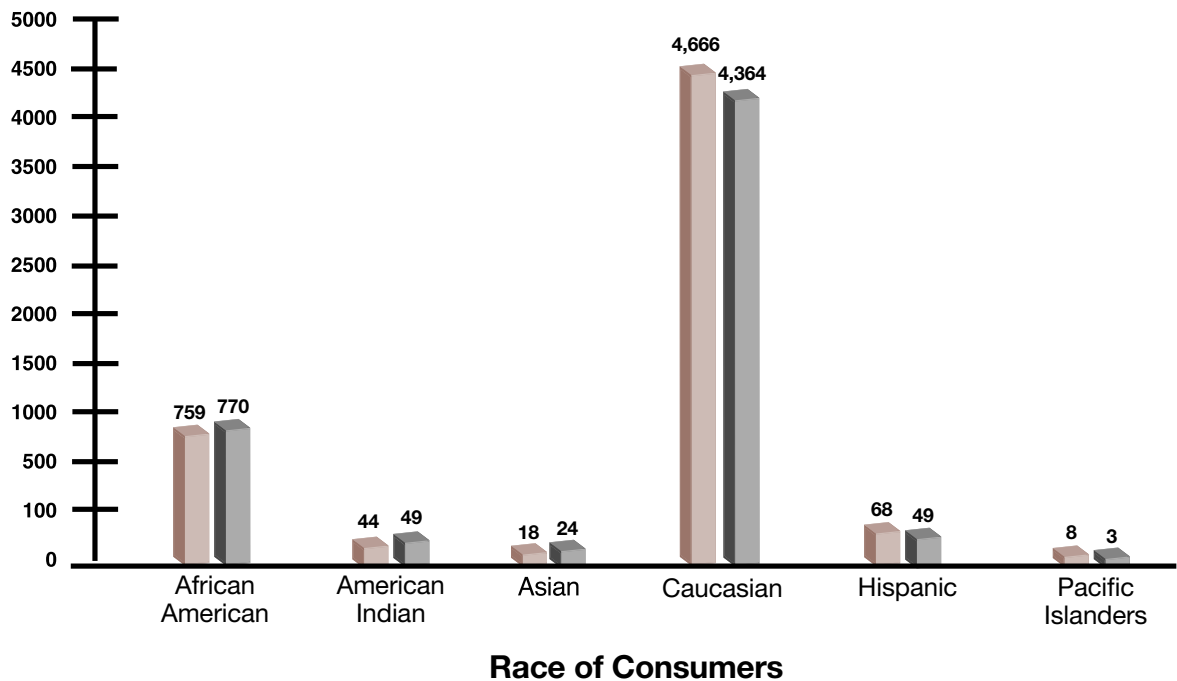
Race of Consumers with Successful Employment Outcomes

(comparison of FY03 and FY04 consumers)

■ FY 03

■ FY 04

Number of Consumers



FY 03 – Total number of successful employment outcomes: 5,563

FY 04 – Total number of successful employment outcomes: 5,259*

**MDVR initiated an Order of Selection with waiting lists at the beginning of FY04.*

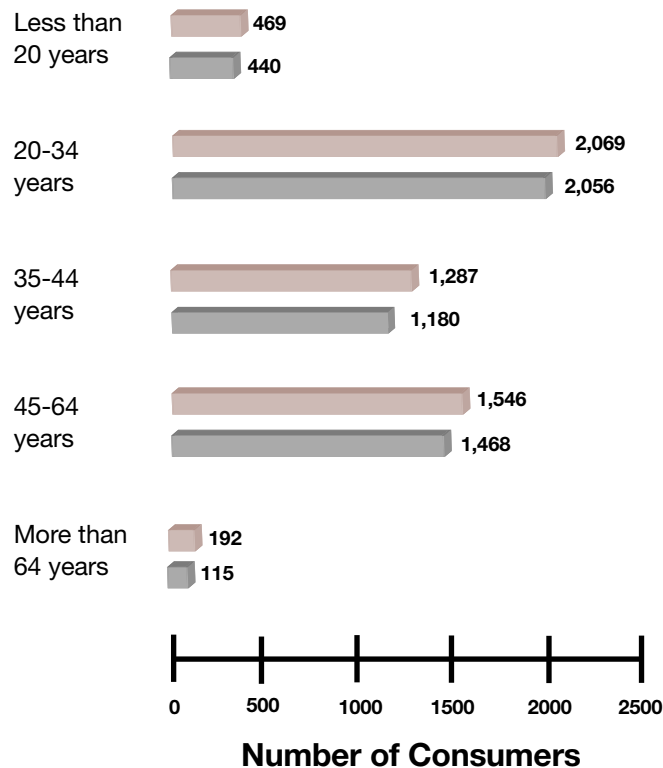
Age and Gender of Consumers with Successful Employment Outcomes

(comparison of FY03 and FY04 consumers)

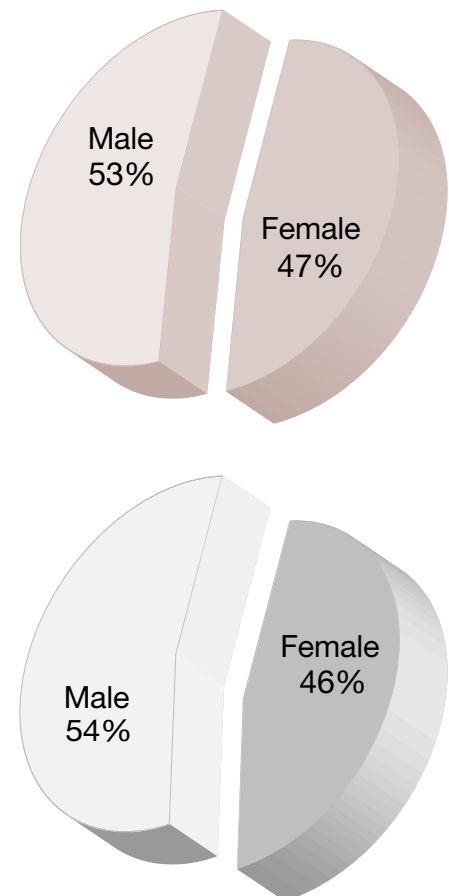
■ FY 03

■ FY 04

Age of Consumers



Gender of Consumers



FY 03 – Total number of successful employment outcomes: 5,563

FY 04 – Total number of successful employment outcomes: 5,259*

*MDVR initiated an Order of Selection with waiting lists at the beginning of FY04.

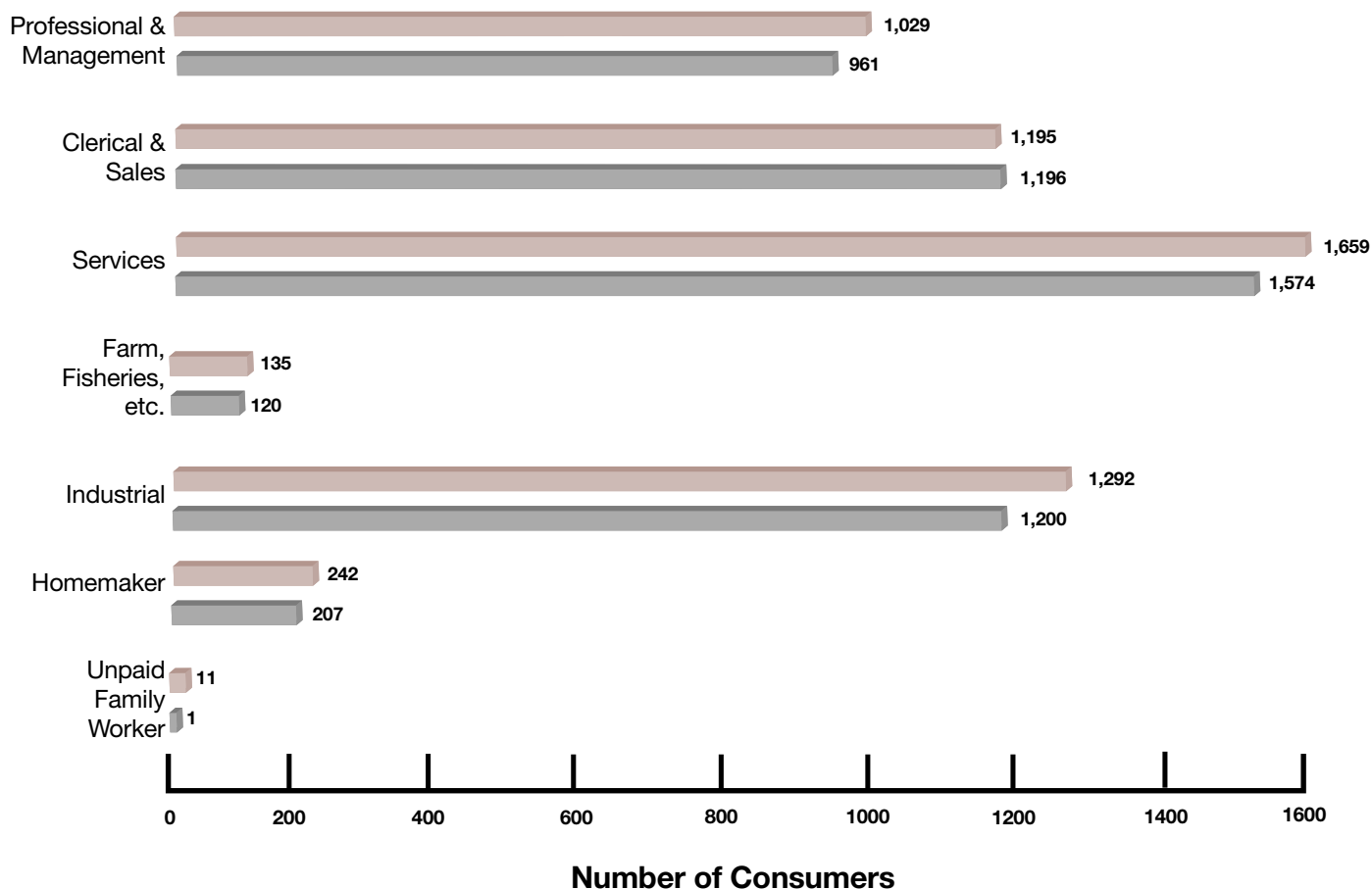
Occupations of Consumers with Successful Employment Outcomes

(comparison of FY03 and FY04 consumers)

■ FY 03

■ FY 04

Types of Occupations



FY 03 – Total number of successful employment outcomes: 5,563

FY 04 – Total number of successful employment outcomes: 5,259*

**MDVR initiated an Order of Selection with waiting lists at the beginning of FY04.*

Centers for Independent Living

Access II, Independent Living Center

611 W. Johnson
Gallatin, MO 64640
Gary Maddox, Executive Director
Phone: (660) 663-2423
TTY: (660) 663-2663
Fax: (660) 663-2517
Web site: www.accessii.org

Boothel Area Independent Living Services

900 S. By-Pass
P. O. Box 326
Kennett, MO 63857
Tim Shaw, Executive Director
Phone & TTY: (573) 888-0002
Toll free: (888) 449-0949
Fax: (573) 888-0708
Web site: www.bails.org

Delta Center for Independent Living

5933 Highway 94 South, Suite 107
St. Charles, MO 63304
Nancy Murphy, Executive Director
Phone & TTY: (636) 926-8761
Fax: (636) 447-0341
Web site: www.dcil.org

Disabled Citizens Alliance for Independence

P. O. Box 675
Viburnum, MO 65566
Rich Blakley, Executive Director
Phone: (573) 244-5402
TTY: (573) 244-3315
Fax: (573) 244-5609
Web site: www.viburnum.net/dcai/

Disability Resource Association

420B S. Truman Boulevard
Crystal City, MO 63019
Craig Henning, Executive Director
Phone: (636) 931-7696
TTY: (636) 937-9016
Fax: (636) 937-9019
Web site: www.disabilityresourceassociation.org

Independent Living Center of Southeast MO

809 W. Pine
Poplar Bluff, MO 63901
Bruce Lynch, Executive Director
Phone & TTY: (573) 686-2333
Fax: (573) 686-0733
Web site: www.ilcsm.org

Independent Living Resource Center

3620 W. Truman Boulevard
Jefferson City, MO 65109-6125
Stephanie Cox, Executive Director
Phone & TTY: (573) 556-0400
Toll free: (877) 627-0400
Fax: (573) 556-0402
Web site: www.ilrcjcmo.org

Living Independently for Everyone

1109 Ste. Genevieve

Farmington, MO 63640
Tim Azinger, Executive Director
Phone: (573) 756-4314
TTY: (573) 760-1402
Fax: (573) 756-3507
Web site: www.lifecilmo.org

Midland Empire Resources for Independent Living

4420 S. 40th Street
St. Joseph, MO 64506
Debbie Merritt, Executive Director
Phone: (816) 279-8558
TTY: (816) 279-4943
Toll free: (800) 242-9326
Fax: (816) 279-1550
Web site: www.meril.org

North East Independent Living Services

109 Virginia, Suite 560
Hannibal, MO 63401
Stephanie O'Bryan, Executive Director
Phone & TTY: (573) 221-8282
Fax: (573) 221-9445
Web site: www.neilscenter.org

On My Own, Inc.

111 N. Elm
Nevada, MO 64772
Jack Brock, Executive Director
Phone: (417) 667-7007
Fax: (417) 667-6262
E-mail: onmyown@sofnet.com

Ozark Independent Living

109 Aid Avenue
West Plains, MO 65775
Cindy Moore, Executive Director
Phone: (417) 257-0038
Toll free: (888) 440-7500
Fax: (417) 257-2380
Web site: <http://users.townsq.com/ozark/>

Paraquad

311 N. Lindbergh Boulevard
St Louis, MO 63141
Bob Funk, Executive Director
Phone: (314) 567-1558
TTY: (314) 567-5552
Fax: (314) 567-1559
Web site: www.paraquad.org

Rural Advocates for Independent Living

1100 S. Jamison Street
Kirksville, MO 63501
Terry Minnix, Executive Director
Phone: (660) 627-7245
TTY: (660) 627-0614
Toll free: (800) 681-7245
Fax: (660) 627-0525
Web site: www.nemr.net/~ritt/

SEMO Alliance for Disability Independence, Inc.

121 S. Broadview Plaza, Suite 12
Cape Girardeau, MO 63703-5702
Miki Gudermuth, Executive Director
Phone & TTY: (573) 651-6464
Toll free: (800) 898-7234
Fax: (573) 651-6565
Web site: www.sadi.org

Services for Independent Living

1401 Hathman Place
Columbia, MO 65201
Mark Stone, Executive Director
Phone: (573) 874-1646
TTY: (573) 874-4121
Fax: (573) 874-3564
Web site: www.silcolumbia.org

SW Center for Independent Living

2864 Nettleton Avenue
Springfield, MO 65807
Ann Morris, Executive Director
Phone & TTY: (417) 886-1188
Toll free: (800) 676-7245
Fax: (417) 886-3619
Web site: www.swcil.org

The Independent Living Center, Inc.

1001 E. 32nd Street
Joplin, MO 64804
Jeff Flowers, Executive Director
Phone: (417) 659-8086
TTY: (417) 659-8702
Toll free: (800) 346-8951
Fax: (417) 659-8087
Web site: www.ilcenter.org

The Whole Person, Inc.

301 E. Armour Boulevard, Suite 430
Kansas City, MO 64111
David Robinson, Executive Director
Phone: (816) 561-0304
TTY: (816) 931-2202
Toll free: (800) 878-3037
Fax: (816) 753-8163
Web site: www.thewholeperson.org

Tri-County Center for Independent Living

1420 Highway 72 East
Rolla, MO 65401
Victoria Evans-Heitzler, Executive Director
Phone & TTY: (573) 368-5933
Fax: (573) 368-5991
Web site: www.rollanet.org/~tricill/

West-Central Independent Living Services

123 E. Gay, Suite A-1
Warrensburg, MO 64093
LeAnne Weakley, Executive Director
Phone: (660) 422-7883
TTY: (660) 422-7894
Toll free: (800) 236-5175
Fax: (660) 422-7895
Web site: www.w-ils.org

Community Rehabilitation Program Providers

Adult Vocational Services of Jefferson County, Inc.

12 Municipal Drive, Suite A
Arnold, MO 63010
Annette Kendrick, Director
Phone: (636) 282-0593
Fax: (636) 282-0843
E-mail: amkendrick@dsjc.org

Advent Enterprises, Inc.

2116 Nelwood Drive
Columbia, MO 65202-3645
Russell Doumas, President
Phone: (573) 474-8560
Fax: (573) 474-8575
Web site: www.advent.org

- *Job Center Branch*
Columbia, MO
- *Advent North Branch*
Moberly, MO
- *Resource Center Branch*
Columbia, MO
- *Advent South Branch*
Jefferson City, MO
- *Advent South Satellite*
Jefferson City, MO

Alternative Opportunities, Inc.

DBA Lakes Country Resource Centers

P.O. Box 1277
Springfield, MO 65801-1277
Bontiea Goss, CEO
Phone: (417) 869-8911
Fax: (417) 869-1625
E-mail: bgoss@aoinc.org

- *Camdenton Satellite*
Camdenton, MO
- *Cape Girardeau Satellite*
Cape Girardeau, MO
- *Farmington Satellite*
Farmington, MO
- *Joplin Satellite*
Joplin, MO
- *Nevada Satellite*
Nevada, MO
- *Poplar Bluff Satellite*
Poplar Bluff, MO
- *Rolla Satellite*
Rolla, MO
- *St. Louis Satellite*
St. Louis, MO
- *Springfield Satellite*
Springfield, MO
- *West Plains Satellite*
West Plains, MO

Center for Human Services – CHS Jobs

1500 Ewing Drive
Sedalia, MO 65301
Roger A. Garlich, Executive Director/CEO
Phone: (660) 827-2100
Fax: (660) 827-3034
Web site: www.chs-mo.org

Epilepsy Foundation of Kansas and Western Missouri

6550 Troost, Suite B
Kansas City, MO 64131
Peggy Walls, Executive Director
Phone: (816) 444-2800 or (800) 972-5163
Fax: (816) 444-6777
E-mail: pwalls@efha.org

Epilepsy Foundation of the St. Louis Region

7100 Oakland
St. Louis, MO 63117-1881
Darla Templeton, Executive Vice President
Phone: (314) 645-6969
Fax: (314) 645-1520
Web site: stl-epil.org

Independence Center

4380 W. Pine Boulevard
St. Louis, MO 63108-2206
Mike Keller, Executive Director
Phone: (314) 533-4380
Fax: (314) 531-7372
E-mail: mkeller@independencecenter.org

- *Midland House*
University City, MO

Jewish Vocational Service

1608 Baltimore
Kansas City, MO 64108
Joy Foster, Executive Director
Phone: (816) 471-2808
TTY: (816) 471-7461
Fax: (816) 471-2930
Web site: jvskc.org

Kirkville Area Technical Center

1103 S. Cottage Grove
Kirkville, MO 63501
Terri Jones, Director
Phone: (660) 665-2865
Fax: (660) 626-1477
E-mail: terri_j@kirkville.k12.mo.us

MERS/Missouri Goodwill Industries

Downtown Aftergut Center
1727 Locust Street
St. Louis, MO 63103
Lewis C. Chartock, Ph.D., President/CEO
Phone: (314) 241-3464
TTY: (314) 241-4645
Fax: (314) 241-9348
Web site: www.mersgoodwill.org

- *MERS Goodwill Cape Girardeau*
Cape Girardeau, MO
- *MERS Goodwill Franklin County Area*
Washington, MO
- *MERS Goodwill Mid County Lippman Ctr.*
Brentwood, MO
- *MERS Goodwill North County Area*
Florissant, MO
- *MERS Goodwill Poplar Bluff*
Poplar Bluff, MO

- *MERS Goodwill St. Charles Area*
St. Charles, MO
- *MERS Goodwill South County Area*
Lemay, MO
- *MERS Goodwill Springfield*
Springfield, MO
- *MERS Goodwill West County Area*
Ellisville, MO

Missouri Rehabilitation Center

600 N. Main
Mt. Vernon, MO 65712
Dennis Nicely, Center Director
Phone: (417) 466-3711
TTY: (800) 735-2966
Fax: (417) 461-5770
Web site: www.muhealth.org/~rehab

Ozarks Technical Community College Counseling and Career Resources

P.O. Box 5958
Springfield, MO 65801-5958
Joyce Thomas, Director of Counseling and Career Resources
Phone: (417) 895-7298
TTY: (417) 895-7235
Fax: (417) 895-7042
Web site: www.otc.cc.mo.us

The Center for Head Injury Services

11664 Lilburn Park Road
St. Louis, MO 63146
Donna Gunning, Executive Director
Phone: (314) 983-9230
Fax: (314) 983-9235
E-mail: dgunning@headinjuryctr-stl.org

- *St. Peters Satellite*
St. Peters, MO

The Helping Hand of Goodwill Industries

1817 Campbell Street
Kansas City, MO 64108-1794
Larry Jones, President/CEO
Phone: (816) 842-7425
TTY: (816) 421-1232
Fax: (816) 842-2632
Web site: www.mokangoodwill.org

- *St. Joseph Satellite*
St. Joseph, MO

The Rehabilitation Institute

3011 Baltimore
Kansas City, MO 64108
Don Harkins, President/CEO
Phone: (816) 751-7700
TTY: (816) 751-7836
Fax: (816) 751-7983
Web site: www.rehabkc.org

- *Independence Satellite*
Independence, MO
- *St. Joseph Satellite*
St. Joseph, MO
- *Warrensburg Satellite*
Warrensburg, MO

Supported Employment Service Providers

Adult Vocational Services of Jefferson County, Inc.

12 Municipal Drive, Suite A
Arnold, MO 63010
Annette Kendrick, Director
Phone: (636) 282-0593
Fax: (636) 282-0843
E-mail: amkendrick@dsjc.org

Advent Enterprises, Inc.

2116 Nelwood Drive
Columbia, MO 65202-3645
Russell Doumas, President
Phone: (573) 474-8560
Fax: (573) 474-8575
Web site: www.advent.org

- *Advent North Branch*
Moberly, MO
- *Advent South Branch*
Jefferson City, MO
- *Resource Center Branch*
Columbia, MO

Alternative Community Training, Inc.

2200 Burlington
Columbia, MO 65202
Mark Hassemer, Executive Director
Phone: (573) 474-9446
TTY: (573) 474-1199
Fax: (573) 474-7458
E-mail: mhassemer@socket.net

Alternative Opportunities, Inc.

DBA Lakes Country Resource Centers

P.O. Box 1277
Springfield, MO 65801-1277
Bontea Goss, CEO
Phone: (417) 869-8911
Fax: (417) 869-1625
E-mail: bgoss@aoinc.org

- *Cape Girardeau Satellite*
Cape Girardeau, MO
- *Farmington Satellite*
Farmington, MO
- *Joplin Satellite*
Joplin, MO
- *Nevada Satellite*
Nevada, MO
- *Poplar Bluff Satellite*
Poplar Bluff, MO
- *Rolla Satellite*
Rolla, MO
- *St. Louis Satellite*
St. Louis, MO
- *Springfield Satellite*
Springfield, MO
- *West Plains Satellite*
West Plains, MO

Arthur Center

321 W. Promenade
Mexico, MO 65265
Terry Mackey, President
Phone: (573) 582-1234
Fax: (573) 582-7304
E-mail: tmackey@arthurcenter.com

- *Fulton Satellite*
Options Unlimited
Fulton, MO
- *Mexico Satellite*
Options Unlimited
Mexico, MO

Assisted Independence, Inc.

36 S. Carriage Drive
St. Joseph, MO 64506
Rolla G. Johnson, Jr., President
Phone: (816) 671-0002
Fax: (816) 671-0498
E-mail: assistedindependence@hotmail.com

Audrain Handicapped Services

308 E. Jackson
Mexico, MO 65265
Tim M. Crews, Executive Director
Phone: (573) 581-8210
Fax: (573) 581-5204
E-mail: ahs@ktis.net

- *ACSES (Audrain County Supported Employment Services)*
Mexico, MO

Casco Area Workshop, Inc.

1800 Vine
Harrisonville, MO 64701
Peggy Kutchback, Executive Director
Phone: (816) 380-7359
Fax: (816) 380-7363
E-mail: casco-aw@earthlink.net

Center for Human Services – CHS Jobs

1500 Ewing Drive
Sedalia, MO 65301
Roger A. Garlich, Executive Director/CEO
Phone: (660) 827-2100
Fax: (660) 827-3034
Web site: www.chs-mo.org

Choices for People Center for Citizens with Disabilities

1815 Forum Drive
Rolla, MO 65401
Bob Pellegrin, Executive Director
Phone: (573) 364-7444
TTY: (800) 735-2966
Fax: (573) 364-5370
E-mail: secpc@fidmail.com

College for Living

Paraquad
311 N. Lindbergh

St. Louis, MO 63141
Jeff Pomranka, Director
Phone: (314) 569-1324
Fax: (314) 567-1559
Web site: www.paraquad.org

Community Employment, Inc.

1538 S. Enterprise Avenue
Springfield, MO 65804
Jenny Smith, General Manager
Phone: (417) 869-4906 or (417) 869-4907
Fax: (417) 869-4840
E-mail: jenny@communityemploymentinc.com

Community Health Plus, BJC Behavioral Health

1430 Olive, Suite 500
St. Louis, MO 63103
Debbie MacKie, Community Services Manager
Phone: (314) 206-3764
TTY: (314) 206-3837
Fax: (314) 206-3709
Web site: www.bjc.org

Community Living, Inc.

1040 St. Peters Howell Road
St. Peters, MO 63376
Barb Griffith, Executive Director
Phone: (636) 970-2800
Fax: (636) 970-2810
E-mail: bgriffith@cliservices.org

Community Opportunities

44 Opportunity Court
P.O. Box 420
Troy, MO 63379
Mary Sullivan-Thomas, Executive Director
Phone: (636) 462-7695
Fax: (636) 528-5514
E-mail: lcsb40@accessus.net

Community Options

801-B Washington
Chillicothe, MO 64601
Joyce Jacobs, Executive Director
Phone: (660) 646-0109
Fax: (660) 646-2808
E-mail: jds@cmuonline.net

Comprehensive Mental Health Services, Inc.

10901 Winner Road
P.O. Box 520169
Independence, MO 64052-0169
William H. Kyles, President/CEO
Phone: (816) 254-3652
Fax: (816) 254-9243
E-mail: bkyle@thecmhs.com

Supported Employment Service Providers (continued)

Developmental Center of the Ozarks

1545 E. Pythian
Springfield, MO 65802
Allan McKelvy, Executive Director
Phone: (417) 829-0850
TTY: (417) 831-1545
Fax: (417) 831-7539
E-mail: amckelvy@dcoonline.com

- *Taney County Satellite*
Branson, MO

Diverse Options

807 Gulf Street
P.O. Box 562
Lamar, MO 64759
Melinda Wilson, CEO
Phone: (417) 682-5260
Fax: (417) 682-5260

Endless Options, Inc.

222 E. Davis
Fayette, MO 65248-0029
Debra Miller, Executive Director
Phone: (660) 248-5233
Fax: (660) 248-3779
E-mail: endless@coin.org

Gasconade County Special Services

310 N. First Street
Owensville, MO 65066
Susan Steinbeck, Business Manager
Phone: (573) 437-5800
Fax: (573) 437-5801
E-mail: gcss@fidnet.com

High Hope Employment Services, Inc.

P.O. Box 67
Milan, MO 63556
Dianne L. Leslie, Executive Director
Phone: (660) 265-4614
Fax: (660) 265-3016
E-mail: highhope@nemr.net

Independence Center

4380 W. Pine Boulevard
St. Louis, MO 63108-2206
Mike Keller, Executive Director
Phone: (314) 533-4380
Fax: (314) 531-7372
E-mail: mkeller@independencecenter.org

- *Midland House*
University City, MO
- *St. Charles Satellite*
St. Louis, MO

JESS

7020 Chippewa
St. Louis, MO 63119
Marcy Soda, Ph.D., Executive Director
Phone: (314) 644-1913
Fax: (314) 644-0461
E-mail: msoda@jessinc.org

- *St. Peters Satellite*
St. Peters, MO

Judevine Center for Autism

1101 Olivette Executive Parkway
St. Louis, MO 63132
Rebecca Blackwell, Executive Director
Phone: (314) 385-5373
Fax: (314) 849-2721
Web site: www.judevine.org

Lake of the Ozarks Developmental Center

P.O. Box 753
Camdenton, MO 65020
Marilyn L. Martin, Executive Director
Phone: (573) 346-4574
Fax: (573) 346-7426
E-mail: employ@usmo.com

Learning Opportunities Quality Works, Inc.

P.O. Box 254
Monroe City, MO 63456
Wendy Hays, Executive Director
Phone: (573) 735-4282
Fax: (573) 735-2580
Web site: www.loqw.com

- *Hannibal Satellite*
Hannibal, MO
- *Kirkville Satellite*
Kirkville, MO

Life Skills Foundation

10176 Corporate Square Drive,
Suite 100
St. Louis, MO 63132-2924
Wendy Buehler, Executive Director
Phone: (314) 567-7705
Fax: (314) 567-6539
Web site: www.lifeskills-stl.org

- *St. Charles Satellite*
St. Charles, MO
- *St. Louis City Satellite*
St. Louis, MO

MERS/Missouri Goodwill Industries

Downtown Aftergut Center
1727 Locust Street
St. Louis, MO 63103
Lewis C. Chartock, Ph.D., President/CEO
Phone: (314) 241-3464
TTY: (314) 241-4645
Fax: (314) 241-9348
Web site: www.mersgoodwill.org

- *MERS Goodwill Cape Girardeau*
Cape Girardeau, MO
- *MERS Goodwill Franklin County Area*
Washington, MO
- *MERS Goodwill Mid County Lippman Ctr.*
Brentwood, MO
- *MERS Goodwill North County Area*
Florissant, MO
- *MERS Goodwill Poplar Bluff*
Poplar Bluff, MO
- *MERS Goodwill St. Charles Area*
St. Charles, MO

- *MERS Goodwill South County Area*
Lemay, MO
- *MERS Goodwill Springfield*
Springfield, MO
- *MERS Goodwill West County Area*
Ellisville, MO

Pathways Community Behavioral Healthcare, Inc.

1800 Community Drive
Clinton, MO 64735
Mel Fetter, President
Phone: (660) 885-8131
Fax: (660) 885-2393
Web site: www.pathwaysonline.org

Pike County Agency for Developmental Disabilities

900 Independence Drive, SB40
Bowling Green, MO 63334
Betsy Barnes, Executive Director
Phone: (573) 324-3875
TTY: (573) 324-3553
Fax: (573) 324-6391
E-mail: bbarnespadd@sbcglobal.net

Rediscover

901 N.E. Independence Avenue
Lee's Summit, MO 64086
Alan Flory, President
Phone: (816) 246-8000
Fax: (816) 246-8207
E-mail: allflory@rediscovermh.org

- *South Satellite*
Kansas City, MO

The ARC of the Ozarks

1501 E. Pythian
Springfield, MO 65802
Gene Barnes, President/CEO
Phone: (417) 864-7887
Fax: (417) 864-4307
E-mail: gbarnes@thearcoftheoark.org

- *Monett Satellite*
Monett, MO

The Center for Head Injury Services

11664 Lilburn Park Road
St. Louis, MO 63146
Donna Gunning, Executive Director
Phone: (314) 983-9230
Fax: (314) 983-9235
E-mail: dgunning@headinjuryctr-stl.org

- *St. Peters Satellite*
St. Peters, MO

The Helping Hand of Goodwill Industries

1817 Campbell Street
Kansas City, MO 64108-1794
Larry Jones, President/CEO
Phone: (816) 842-7425
TTY: (816) 421-1232

Supported Employment Service Providers (continued)

Fax: (816) 842-2632
Web site: www.mokangoodwill.org

- *St. Joseph Satellite*
St. Joseph, MO

The Rehabilitation Institute

3011 Baltimore
Kansas City, MO 64108
Don Harkins, President/CEO
Phone: (816) 751-7700
TTY: (816) 751-7836
Fax: (816) 751-7983
Web site: www.rehabkc.org

- *Independence Satellite*
Independence, MO
- *Warrensburg Satellite*
Warrensburg, MO

St. Louis ARC

1816 Lackland Hill Parkway, Suite 200
St. Louis, MO 63146
Kathleen Meath, Executive Director
Phone: (314) 569-2211
TTY: (314) 569-2010
Fax: (314) 569-0778
Web site: www.slarc.org

Tri-County Mental Health Services, Inc.

3100 N.E. 83rd Street, Suite 1001
Kansas City, MO 64119-9998
Thomas Cranshaw, CEO
Phone: (816) 468-0400
Fax: (816) 468-6635
Web site: www.tri-countymhs.org

Truman Employment Service

2211 Charlotte
Kansas City, MO 64108
John Bluford, President/Chief
Executive Leader
Phone: (816) 404-3500
Fax: (816) 404-3508
Web site: www.trumed.org

- *Assertive Community Outreach (ACO)*
Kansas City, MO
- *Swope Health Central*
Kansas City, MO

United Cerebral Palsy of Northwest Missouri

3303 Frederick
St. Joseph, MO 64506
Teresa Gagliano, Executive Director
Phone: (816) 364-3836 or (800) 404-1844
Fax: (816) 390-8546
Web site: www.ccp.com/~ucpnwmo

United Cerebral Palsy of Greater St. Louis

8645 Old Bonhomme Road
University City, MO 63132-3999
Richard Forkosh, Executive Director
Phone: (314) 994-1600
Fax: (314) 961-5941
Web site: www.ucpstl.org

Unlimited Opportunities, Inc.

1620 W. Ashley Road
P.O. Box 239
Boonville, MO 65233-0239
Vicki McCarrell, Executive Director
Phone: (660) 882-5576
TTY: (660) 882-8339
Fax: (660) 882-7483
Web site: www.uoi.org

Vocational Services, Inc.

935 S. Kent
Liberty, MO 64068
Randy Hylton, Executive Director
Phone: (816) 781-6292
Fax: (816) 781-8797
Web site: www.vsiserve.org

Vocational Rehabilitation Offices

Cape Girardeau VR

3102 Blattner Drive, Suite 103
P.O. Box 1087
Cape Girardeau, MO 63702-1087
Phone: (573) 290-5788
Fax: (573) 290-5921
Toll free: (877) 702-9883
TTY: (573) 290-5385
Ron Parker, Supervisor

Central Office VR

3024 Dupont Circle
Jefferson City, MO 65109
Phone: (573) 751-3251
Fax: (573) 751-1441
Toll free: (877) 222-8963
TTY: (573) 751-0881
C. Jeanne Loyd, Assistant Commissioner

Chillicothe VR

603 W. Mohawk Road
Chillicothe, MO 64601-3919
Phone: (660) 646-1542
Fax: (660) 646-9741
Toll free: (866) 572-4049
Robert Zirfas, Supervisor

Columbia VR

1500 Vandiver Drive, Suite 111
Columbia, MO 65202-1563
Phone: (573) 882-9110
Fax: (573) 884-5250
Toll free: (877) 222-8961
TTY: (573) 882-9117
Duane Shumate, Supervisor

Farmington VR

800 Progress Drive
P.O. Box 230 (63640-0230)
Farmington, MO 63640-9157
Phone: (573) 218-6100
Fax: (573) 218-6107
Toll free: (800) 640-7110
TTY: (573) 218-6119
Jesse Sitzes, Supervisor

Hannibal VR

112 Jaycee Drive
Hannibal, MO 63401-2275
Phone: (573) 248-2410
Fax: (573) 248-2409
Toll free: (877) 222-8960
Jo Moncrief, Supervisor

Jefferson City VR

1500A Southridge Drive
Jefferson City, MO 65109-1135
Phone: (573) 751-2343
Fax: (573) 526-4474
Neil Harms, Supervisor

Joplin VR

801 E. 15th Street
Joplin, MO 64804-0922
Phone: (417) 629-3067
Fax: (417) 629-3148
Toll free: (877) 222-8964
Tony Logan, Supervisor

Kansas City Downtown VR

615 E. 13th Street, Room G-3
Kansas City, MO 64106-2870
Phone: (816) 889-2581
Fax: (816) 889-2586
Teresa Nianga, Supervisor

Kansas City East VR

243 N.W. Executive Way
Lee's Summit, MO 64063
Phone: (816) 622-0600
Fax: (816) 622-0610
Jay Robertson, Supervisor

Kansas City North VR

310 N.W. Englewood Road,
Suite 300
Gladstone, MO 64118-0040
Phone: (816) 467-7900
Fax: (816) 467-7924
Toll free: (877) 270-0198
TTY: (877) 270-0201
James Ankrom, Supervisor

Kansas City Transition VR

243 N.W. Executive Way
Lee's Summit, MO 64063
Phone: (816) 622-0611
Fax: (816) 622-0618
Tamara Jaekels, Supervisor

Kirksville VR

1412 N. Osteopathy, Suite B
Kirksville, MO 63501-3581
Phone: (660) 785-2550
Fax: (660) 785-2552
Toll free: (877) 222-8962
James Higgins, Supervisor

Nevada VR

621 E. Highland, Suite 2
Nevada, MO 64772-3971
Phone: (417) 448-1332
Fax: (417) 448-1351
Toll free: (800) 598-3471
Raymond Drake, Supervisor

Poplar Bluff VR

1903 Northwood Drive, Suite 3
Poplar Bluff, MO 63901
Phone: (573) 840-9550
Fax: (573) 840-9551
Toll free: (800) 281-9894
Donna Knodell, Supervisor

Rolla VR

1101 W. Kingshighway
P.O. Box 550 (65402-0550)
Rolla, MO 65401-0550
Phone: (573) 368-2266
Fax: (573) 368-2382
Toll free: (800) 890-2867
Clarissa White, Supervisor

Sedalia VR

2115 W. Broadway
Sedalia, MO 65301-2114
Phone: (660) 530-5560
Fax: (660) 530-5567
Toll free: (800) 924-0419
Karen Wilson, Supervisor

Springfield North VR

613 E. Kearney
Springfield, MO 65803
Phone: (417) 895-5863
Fax: (417) 895-5869
Toll free: (877) 222-8965
TTY: (417) 895-7934
Anita Michel, Supervisor

Springfield South VR

1735 W. Catalpa, Suite C
Springfield, MO 65807
Phone: (417) 895-5720
Fax: (417) 895-5725
Toll free: (877) 222-8967
Melissa Steele-Lufcy, Supervisor

St. Charles VR

3737 Harry S. Truman Blvd., Suite 400
St. Charles, MO 63301-4052
Phone: (636) 940-3300
Fax: (636) 940-3313
Janis Miller, Supervisor

St. Joseph VR

State Office Building
525 Jules, Room 201
St. Joseph, MO 64501-1990
Phone: (816) 387-2280
Fax: (816) 387-2089
Toll free: (877) 702-9876
Yvonne Wright, Supervisor

St. Louis Downtown VR

3101 Chouteau
St. Louis, MO 63103
Phone: (314) 301-7281
Fax: (314) 301-7228
Jeather Smith, Supervisor

Vocational Rehabilitation Offices (continued)

St. Louis North VR

4040 Seven Hills Road, Suite 257
Florissant, MO 63033
Phone: (314) 877-3200
Fax: (314) 877-3201
Sam Townsend, Supervisor

St. Louis South VR

3248 Laclede Station Road
St. Louis, MO 63143
Phone: (314) 877-1900
Fax: (314) 877-1920
Toll free: (877) 222-8968
Karen Klenke, Supervisor

St. Louis Southwest VR

7545 S. Lindbergh, Suite 120
St. Louis, MO 63125
Phone: (314) 416-2883
Fax: (314) 416-2905
Toll free: (866) 206-8948
Toby Eckert, Supervisor

St. Louis West VR

1845 Borman Court, Suite 100
St. Louis, MO 63146-4126
Phone: (314) 340-4621
Fax: (314) 340-4666
Jay Mendell, Supervisor

West Plains VR

3417 Division Drive, Suite 2
West Plains, MO 65775
Phone: (417) 256-8294
Fax: (417) 256-8479
Toll free: (877) 222-8959
Charles Kimberlin, Supervisor

Listing of Acronyms

ADs	Assistant Directors
ADA	Americans with Disabilities Act
BLN	Business Leadership Network
CAJT	Community Access and Job Training
CAP	Client Assistance Program
CART	Computer Assisted Real-Time
CE	Consultative Examination
CILs	Centers for Independent Living
CMS	Center for Medicare and Medicaid Services (<i>previously known as Health Care Financing Administration – HCFA</i>)
CO	Central Office
COOP	Cooperative Work Experience Program
CPS	Comprehensive Psychiatric Services
CRC	Certified Rehabilitation Counselor
CRPs	Community Rehabilitation Programs
CSAVR	Council of State Administrators of Vocational Rehabilitation
DDS	Disability Determinations Services
DESE	Department of Elementary and Secondary Education
DFS	Division of Family Services
DHSS	Department of Health and Senior Services
DMH	Department of Mental Health
DMS	Department of Medical Services
DOs	District Offices
DOLIR	Department of Labor and Industrial Relations
DSE	Division of Special Education
DSU	Designated State Unit (<i>Voc Rehab</i>)
DVR	Division of Vocational Rehabilitation
DWD	Division of Workforce Development
EEOC	Equal Employment Opportunity Commission
FOs	Field Offices
FTEs	Full-Time Equivalents (<i>Full-Time Employees</i>)
HBCU	Historically Black Colleges and Universities
HR	Human Resources
I & E Grants	Innovation and Expansion Grants
IDEA	Individuals with Disabilities Education Act
IEP	Individualized Educational Plan
IHOs	Impartial Hearing Officers
IL	Independent Living
ILRC	Independent Living Resource Center
ILS	Independent Living Services
ILW	Independent Living Waiver
IPE	Individual Plan of Employment
IT	Information Technology
IVT	Interactive Video Training
JAN	Job Accommodation Network
LCSW	Licensed Clinical Social Worker
LPC	Licensed Practical Counselor
LWIB	Labor and Workforce Investment Board
MC	Medical Consultant
MDVR	Missouri Division of Vocational Rehabilitation
MoRIS	Missouri Rehabilitation Information System
MoTAP	Missouri Transition Alliance Partnership

Listing of Acronyms (continued)

MOUs	Memorandums of Understanding
MRA	Missouri Rehabilitation Association
MRDD	Mental Retardation Developmental Disabilities
MSP	Medicaid State Plan
MTEC	Missouri Training and Education Council
NIDRR	National Institute on Disability Rehabilitation Research
NME	Non-Medicaid Eligible
OA	Office of Administration
OSEP	Office of Special Education Programs
OSERS	Office of Special Education and Rehabilitation Services
PAS	Personal Assistance Services
PCA	Personal Care Assistance
PIC	Personal Independence Commission
QAR	Quality Assessment Review
RCEP	Rehabilitation Continuing Education Program
RO	Regional Office
RSA	Rehabilitation Services Administration
SAM II	Statewide Advantage for Missouri (<i>Missouri's integrated financial, HR and payroll system</i>)
SESPs	Supported Employment Services Programs
SILC	State Independent Living Council
SD	Significantly Disabled
SR	Success Rate
SRC	State Rehabilitation Council
SS	Social Security
SSA	Social Security Administration
STATUS 08	Case Closure after Referral for Services
STATUS 26	Successful Employment Case Closure
STATUS 28	Case Closure Not Rehabilitated after IPE
STATUS 30	Case Closure Not Rehabilitated before IPE
TANF	Temporary Assistance for Needy Families
TAP	Telecommunications Access Program
VA	Veterans Administration
VR	Vocational Rehabilitation
WEC	Work Experience Coordinators
WIA	Workforce Investment Act
WIB	Workforce Investment Board

The Division of Vocational Rehabilitation, a division of the Missouri Department of Elementary and Secondary Education, does not discriminate on the basis of race, color, national origin, gender or disability in its programs or employment practices. Anyone who requires auxiliary aids or services in connection with vocational rehabilitation services should contact the Division of Vocational Rehabilitation at 573-751-3251 or through Missouri Relay at 1-800-735-2966 TTY, 1-800-735-2466 VOICE or dial 711.